



Mercat Tours are looking for lively, confident and responsible Team Leaders to join our team.

We're inviting people who care about visitors first and last, are passionate about our beautiful city, relish a challenge and will thrive working with our great team.

### **Warm Welcome for Everyone**

Mercat Tours promises to provide valued Living Wage jobs and make diversity, equity, and inclusion part of everything we do - from the team we nurture, the visitors we welcome and history we share.

We're responsible for all the choices we make - how we run our business, spend our money and mindful that our team is representative of our visitors. We want to create a sense of belonging for everyone at Mercat and will keep working hard to review and achieve this. Thank you for wanting to be a part of our community.

### **Benefits:**

Your personal development and training are core to your time with Mercat:

- [REAL Living Wage](#) + for all
- Permanent, secure contracts - no fixed term or 'zero hour'
- Guaranteed minimum hours
- Flexible working incl jobshare options
- [Fair Work Employer](#)
- Mercat holds a Home Office Sponsorship License for Skilled Worker Visa applicants
- Personal development and training plan
- Access to [Bike to Work scheme](#)
- Access to [ASVA card](#)
- Trained Mental Health First Aiders onsite
- Employee Assistance Programme with 24/7 confidential support for you and your families
- Critical illness cover
- Access to free counselling sessions
- Interest free loans
- Use of company holiday home
- Profit-share bonus

### **Your Skills and Strengths:**

- Calm under pressure
- Responsible, reliable and trustworthy
- Excellent working knowledge of Microsoft Office
- Positive and effective communicator
- Excellent organisational skills
- Excellent written skills
- Work independently and take responsibility
- Ability to use initiative
- Excellent negotiating and people management skills
- Thrives working in a team
- Friendly, energetic and helpful
- Passion for high quality product and visitor experience

- Commitment to be the best you can be
- Sense of humour!

### Purpose and Role:

- ✓ Lead as a positive, supportive member of our great team
- ✓ Communicate, support and work with Storytelling, Operations, Groups and Support Team to ensure a first class, visitor focused experience
- ✓ Involved in delivering all aspects of visitor facing and operational roles across the business
- ✓ Responsible for team and visitor safety and security
- ✓ Represent Mercat Tours in a positive, professional manner outdoors at the Mercat Cross and indoors at 28 Blair Street
- ✓ Share ideas on how to improve Mercat's service and develop new business
- ✓ Help drive the growth of Mercat in a positive, sustainable future as part of our dynamic team
  
- ✓ Take ownership with positive and proactive approach to problem solving
- ✓ Operations;
  - Working knowledge of operational procedures
- ✓ Support Team;
  - Ensure the sites are clean, safe and secure for visitors and staff, including tour route patrol
  - Be aware of, and check, fire evacuation and H&S procedures
  - Update on cellar stock and Storyteller equipment required
  - Key holder and cashing up duties
  - Complaint handling
  - Maintain and report on site maintenance needs
  - First Aider
- ✓ Assign and authorise additional tasks for team
- ✓ Ensure appropriate compliancy paperwork completed
- ✓ Maintain site ensuring 5 star experience throughout

### Details:

- Permanent role, flexible hours
- Part-time and full-time roles available
- 14hrs per week minimum paid, guaranteed
- Annualised hours, average 7-35hrs pr/wk across season
- Shifts vary in length from 4.5 to 7hrs per day
- Working hours 9am – 10pm
- Working week Monday to Sunday with 2 consecutive days off guaranteed
- 3 month probationary period
- **We are a Living Wage employer**

### **Interview Process:**

We want you to feel comfy, confident and at your best when we meet. Get in touch to help us understand how we can meet your needs and give you a warm welcome.

**Stage 1:** Successful applicants will be called for an initial 'meet the team' chat by phone at a pre-arranged time.

**Stage 2:** Invitation to interview and audition with three members of our team. Their photos and bios will be provided in advance. You will be asked to tell a story, provided in advance

### **To Apply:**

Please send to [join@mercattours.com](mailto:join@mercattours.com) by the deadline

1. Application form - download via website
2. 30sec video – tell us about yourself and why you want to join our Mercat Team (youtube link preferred)

Please note without the **application form and video** your application will not be considered.

***Have questions? Drop us an email and very happy to chat through the opportunity.***