

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.

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

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!

Details;

- Permanent role, flexible hours
- Part-time and full time roles available
- 14hrs per week minimum guaranteed
- Shifts vary in length from 4.5 to 7hrs per day
- Working hours 9am – 11pm
- Working week Monday to Sunday
- 3 month probationary period
- **We are a Living Wage employer offering £11 p/hr**

Benefits

- Your personal development and training is core to your time with Mercat
- Bike to work scheme <https://www.bike2workscheme.co.uk>
- Access to ASVA card <https://www.asva.co.uk>
- Access to company holiday home
- Annual discretionary bonus

Interview Process

Stage 1; Successful applicants will be called for an initial 'meet the team' chat

Stage 2: A 3 x 10min online interview with 3 individual members of our team

Stage 3: Successful candidates will be offered a permanent contract with a three-month probationary period. You will receive our award-winning, accredited training to deliver our 5 star visitor experience.

Areas covered in training

- Product knowledge
- Customer care
- Full H&S, fire and first aid procedures

To Apply

Please send to join@mercattours.com by 21st Jan 22

- Application form - [download here](#)
- Covering letter (optional)
- 30sec max video – tell us about yourself and why you want to join our Mercat Support Team (youtube link preferred)

Please note the terms to apply - **without both** the application form and video your application will not be considered. We're sorry but due to anticipated demand, only successful candidates will be contacted