



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

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

### **Mercat is here for good.**

We're not about seasonal jobs, but lasting careers.

When you join us, you're stepping into a permanent, secure job with top-notch training, career development and leadership that plans for the long-term good of our people, place and planet.

As a local family business and proud B Corp, we nurture our community to create a sense of belonging for our visitors and team alike.

That means we grow and thrive together, for good.

 **Choose Mercat for a reason, not just a season!**

### **A 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. 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 including job share 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
- A sense of humour!

### **Main Duties and Responsibilities:**

- ✓ Lead as a positive, supportive member of our great team
- ✓ Communicate, support and work with Storytelling, Operations, Groups and Visitor Experience 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
- ✓ Visitor Experience:
  - 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
- 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
- Flexible working requests available from day 1
- Working week Monday to Sunday with 2 consecutive days off guaranteed
- 3-month probationary period
- **We are a Living Wage and Living Hours 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 with three members of our team. Their photos and bios will be provided in advance to ensure you shine at your best

### To Apply:

Please complete your application by **the deadline**:

1. Application form - available 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.***