



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 to join us!

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:

- Passion for high quality product and visitor experience
- Excellent communication skills
- Excellent working knowledge of Microsoft Office
- Positive and proactive approach to problem solving
- Attention to detail and record keeping
- Thrives working in a team
- Friendly, energetic and helpful
- Commitment to be the best you can be
- A sense of humour!

Main Duties and Responsibilities:

- ✓ Provide visitors with a 5 star warm welcome and farewell
- ✓ Advise and assist visitor's choice of tour by phone, email and in person
- ✓ Promote and process visitor and trade sales by phone, email and in person
- ✓ Maintain our historic site ensuring 5 star experience throughout
- ✓ Represent Mercat Tours in a positive, professional manner outdoors at the Mercat Cross and indoors in our reception at 28 Blair Street
- ✓ Deliver authentic, high-quality experience for our visitors, helping to create memorable moments
- ✓ Work as a positive, supportive member of our great team
- ✓ Help drive the growth of Mercat in a positive, sustainable future as part of our dynamic team

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
- Operating 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.

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.