



Receptionist Role Description

Role Title	Receptionist
Location	Dunollie Museum, Castle and Grounds, Oban, PA34 5TT
Department	Visitor Services
Wage	£8.25 per hour
Hours	Flexible across the week. Must be able to work weekends.
Start Date	Monday 23 rd March 2020
End Date	Sunday 22 nd November 2020
Application deadline	Monday 24th February 2020
Interviews	Interviews will be held between Monday 2 nd and Friday 6 th March
Trial Period	Four Weeks
Conditions of work	We expect enthusiasm, punctuality, and loyalty from our staff.
<p>About Dunollie</p> <p>Dunollie Museum Castle and Grounds is an independently run charity based 2 miles north of the town of Oban, on the west coast of Scotland. Dunollie Castle is the historic seat of the Clan MacDougall; the site is steeped in over a thousand years of history. The Castle ruin and the 1745 House Museum are surrounded by woodlands and green spaces and with spectacular views out to the islands of Kerrera and Mull it truly it is one of the most picturesque locations on the west coast.</p> <p>Opening its doors to the public in 2012 Dunollie Museum, Castle and Grounds has quickly found itself to be one of the most popular visitor attractions in the area. Open April to November, we are delighted to welcome thousands of visitors each season from across the globe and our staff team is growing year on year alongside our popularity. Our front of house team are the friendly faces of Dunollie and work hard to deliver truly unique, cultural experiences, inspired by local heritage:</p> <ul style="list-style-type: none"> ❖ Our tour guides are passionate about local history and always on hand to make a visit memorable. ❖ Our giftshop showcases some of best quality products from the area. We're proud to design and produce much of the stock ourselves. ❖ The staff at the Kettle garden café are devoted foodies. They have developed a delightful menu enhanced by ingredients picked fresh from the gardens. 	
Purpose of the Role	

The purpose of this role is to be the friendly face of Dunollie, Museum, Castle and Grounds, ensuring that all visitors and guests receive a warm welcome, an efficient service and are informed about the various products and services available to them on and off site. This role is central to the front of house staff team and involves a variety of customer service tasks based in and around the reception booth.

Why work at Dunollie?

- You will be joining the team at an internationally significant heritage site and cultural centre at an exciting stage in its development.
- You will meet and work with a wide variety of people, including staff, trustees, volunteers and visitors from around the globe.
- Dunollie is committed to staff personal and professional development.
- You will develop skills and knowledge of the heritage and tourism sector.

"It has such a tranquil atmosphere. I love walking through the grounds each day before work."

"Dunollie is a very special place. It's exciting to be part of such an enthusiastic team."

2017 Visitor Services staff

Tasks involved

- Greeting visitors.
- Offering directions and guidance (including information on other places of interest within the Oban and Argyll).
- Selling tickets.
- Processing retail sales.
- Handling cash and processing credit card transactions.
- Promoting special offers at point of sale.
- Promoting events and activities.
- Recording visitor information and collating feedback.
- Keeping the reception area clean and tidy.
- Setting up for events.

Full training will be provided.

About you

You have:

- Excellent communication skills.
- A friendly, helpful and welcoming approach to all.
- An interest in meeting and speaking to people from all walks of life and from all around the world.
- A commitment to exceptional customer service.
- Confidence with cash handling, credit card processing and sales.
- An interest in and willingness to develop own knowledge of the local area, Dunollie Museum, Castle and Grounds and the history of the Clan MacDougall.
- An ability to work independently.

Please send your completed application form to
info@dunollie.org

or

Recruitment

The MacDougall of Dunollie Preservation Trust

North Wing

Dunollie House

Oban

PA34 5TT