



Tour Guide Job Description

Role Title	Museum Tour guide
Location	Dunollie Museum, Castle and Grounds, Oban, PA34 5TT
Department	Visitor Services
Wage	£8.25 per hour
Hours	Flexible across
Start Date	Monday 23 rd March 2020
End Date	Sunday 22 nd November 2020
Application deadline	Monday 24th February 2020
Interviews	Interviews will be scheduled between Monday 2 nd and Friday 7 th March 2020
Trail Period	Four Weeks
Conditions of work	We expect enthusiasm, punctuality, and loyalty from our staff.

About Dunollie

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 and 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 Dunollie truly is one of the most picturesque locations on the west coast.

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. Our staff team is growing year on year alongside our popularity. The front of house team are the friendly faces of Dunollie and they work hard to deliver unique, cultural experiences inspired by the local heritage:

- ❖ Our tour guides are passionate about local and clan history and always on hand to make a visit memorable.
- ❖ Our giftshop showcases some of the 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 avid foodies. They have developed a delightful menu enhanced by ingredients picked fresh from the gardens.

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 the personal and professional development of its staff team. In this role you will develop skills and knowledge for employment in 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."

Visitor Services staff

Purpose of the Role

The purpose of this role is to offer assistance to visitors in the 1745 House museum, deliver twice daily historic tours of Dunollie Castle and Grounds. and ensure that all visitor spaces remain clean, tidy and well presented at all times. Tours are delivered to groups of approximately 20 people from both the UK and abroad. This role is based mainly in the 1745 House Museum, while tours are delivered outdoors across the site. A reasonable level of fitness will be required to deliver tours. Full training will be given.

Tasks involved

Responsibilities include:

- Delivering guided tours of the castle and grounds following a standardised tour route and script.
- Providing assistance to visitors in the 1745 House Museum.
- Daily cleaning and maintaining presentation of 1745 House Museum and grounds.
- Monitoring conditions of collection stores.
- Ensuring the safety of members of the public on tours.

- Promoting activities and events at Dunollie Museum, Castle and Grounds.
- Maintaining a professional appearance and manner throughout.
- Assisting with the setup of events and other ad hoc duties as required.
- Attend training as required.

About you

You have:

- 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.
- Excellent communication skills and the ability to command the attention of groups.
- Reasonable physical fitness.
- An ability to work as part of a team.
- Previous experience in a customer facing role.
- An ability to think on your feet.
- An ability to retain facts and present scripts.
- A calm, friendly and enthusiastic approach.
- Additional languages (desirable)
- Tour guide qualifications (desirable)
- Experience working in heritage / arts / tourism (desirable)

Please send your completed application to:

info@dunollie.org

Or

Recruitment

The MacDougall of Dunollie Preservation Trust

North Wing

Dunollie House

Oban

PA34 5TT