

Tomintoul & Glenlivet Development Trust Job Description

Job title – Tomintoul & Glenlivet Discovery Centre Assistant

Location – Tomintoul & Glenlivet Discovery Centre, The Square, Tomintoul

Employer – Tomintoul & Glenlivet Development Trust

Report to – Local Development Officer

Tomintoul & Glenlivet Discovery Centre is an exciting new attraction opening at Easter 2018 in Tomintoul. The new centre which has been fully refurbished will provide visitors with a modern interpretation of our communities natural and cultural heritage and be the first port of call for visitor information and advice. The new centre will include a digital community archive, a new Virtual Reality experience and new displays telling the stories of our communities and highlighting the best things to see and do. The centre depends on volunteer help, donations and income generated through retail and other means to sustain itself.

The Tomintoul & Glenlivet Discovery Centre Assistant will be responsible for the successful operation of the Discovery Centre to an agreed set of business indicators. This will involve stock control and ordering, customer service skills and experience, cash handling experience. A creative and entrepreneurial streak and ability to identify and maximise business opportunities would be an advantage.

Description of business – Tomintoul & Glenlivet Development Trust is a community-led regeneration company based in the Cairngorms National Park, North East Scotland. It was established in 2012 to address the economic decline in the area and has developed a wide range of projects from a community broadband scheme to a £500k museum refurbishment. The Trust has 310 members and is managed by a Local Development Officer and has a trading subsidiary managing its income generating portfolio.

Key responsibilities

- Support volunteers helping run the centre with training, advice and by creating a welcoming and inclusive environment
- Provide outstanding customer service and inspirational advice to visitors to the area to ensure we exceed their expectations
- Provide information about the local heritage and signpost visitors to other local sites of interest
- Keep the Discovery Centre clean and maintained, reporting health & safety issues and main maintenance tasks to management
- Support in the retail development; undertaking stock control, merchandising and promotion of products to increase retail spend
- Support in the reconciliation of banking for the Discovery Centre
- Promote our services, local businesses and activities, encouraging visitors to stay in the area for longer
- Support in the marketing of the facility through social media, online media and blogs
- Support other staff in the delivery of an events calendar within the centre
- Be an ambassador for Tomintoul, Glenlivet and Scotland, displaying passion and sharing your knowledge with our visitors
- Provide a monthly report on visitor numbers and financial performance to an agreed standard
- Any other related tasks required to support the running of Tomintoul & Glenlivet Development Trust

Skills & experience

Essential	Desirable
Knowledge of local area and businesses	Passion for Scotland as a destination
Excellent Customer Service Skills	Experience of working in a retail environment
Excellent Administration Skills	Teamwork
Reliable and honest	Experience of working within a community focussed organisation
Self-motivated with ability to work on own initiative	Experience of working in a heritage centre or attraction
Willingness to learn	Experience of working with volunteers
IT Skills, including Microsoft Office, Excel, social media	
Excellent Numeracy Skills	

Hours

The Discovery Centre will be open 10am – 5pm daily. Expected hours are 16hrs per week on rota, weekend and Bank Holiday working will be required and additional hours may be available

Salary – £7.50 – £8.20 p/h

Annual Leave

There is an annual leave allowance of 20 days per annum pro rata, in addition, all staff receive 8 public holidays per annum pro rata

Application Process

To apply for the position of Tomintoul & Glenlivet Discovery Centre Assistant please complete an application form. CV will not be accepted

Closing date for receipt of applications is **5pm Friday 2nd March. Interviews to be held w/c 5th March**

Additional Information

For informal enquiries regarding this position please contact Oliver Giles – Local Development Officer at Tomintoul & Glenlivet Development Trust

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