

Job title: Seasonal Visitor Attraction Assistants (£7.00 - £9.00 per hour)

Location: Glenarm Castle, Glenarm, Co Antrim

Contract Type: Seasonal Part time hours up to 25 hours per week until 31st October 2021

Salary: £7.00 - £9.00 per hour

We are looking for enthusiastic individuals to join our experienced Visitor Experience Team!

About the Role:

Glenarm Castle, home to the McDonnell family, Earls of Antrim, is one of Ireland's most important historic Estates. Today we welcome visitors from near and far to come and enjoy all we have to offer from enchanted walks in our Walled Garden, homemade food in the Tea Room, exceptional retail in the Castle Shop, The Byre and Shambles Workshop, accommodation in our stunning Ocean View Pods and something for the little ones at our Mini Land Rover Experience.

Our Visitor Attraction Assistants will be the face of Glenarm Castle, warmly welcoming visitors of all ages and backgrounds, delivering a high quality customer service that exceeds expectations.

We are seeking to recruit staff for part-time roles for the season 28th April 2021 – 31st October 2021 (up to 20-25 hours per week). The position would suit a variety of people from students to the semi-retired. It is important to enjoy working with the general public and as part of a team.

The Visitor Attraction Assistant position will involve:

- engaging with our visitors and giving them a very warm welcome to Glenarm Castle delivering a high quality of customer service at all times.
- providing information on the services on offer, clearly explaining the facilities and the daily events programme
- Answering customer queries, managing customer expectations and dealing with customer complaints.
- processing admission payments, operating computerised tills, issuing invoices/receipts, calculating group prices, and controlling access to the Grounds.
- Selling merchandise and other Castle Shop products, re-stocking shelves and keeping work area tidy. Completing end of day cash register reports.
- Reporting any issues or problems to the Duty Manager or Line Manager in order to drive continuous improvement.
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About You:

We are looking for applicants who are great with people, are good communicators and find it rewarding to go the extra mile for their customers. You'll be comfortable with groups.

Successful applicant will have a can-do attitude, and a flexible approach to teamwork, will be happy to pitch in with, whatever tasks come up day-to-day, and will be proactive in taking initiative when appropriate.

We operate 7 days a week, so you will need to be able to work over a two week shift pattern which includes weekends and occasional evenings.

Applicants must have a good general education, with a high standard of personal presentation, a very friendly manner, excellent customer care and communication skills, and the ability to multitask. Experience of operating tills is preferable, as is experience of working in a visitor attraction but training will be provided

As the first point of contact for our visitors, those in this role really are the face of Glenarm Castle. They are key in ensuring each one of our visitors receives a warm, friendly first-class welcome.

If you are interested, please send your CV to info@glenarmcastle.com