



JOB PACK

Visitor Experience
Assistants

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Introduction

Now that we have reopened the Café and both Cinemas and Under Canvas is underway, we are looking for more permanent Visitor Experience Assistants to join our team.

The role of Visitor Experience Assistant delivers a food and beverage service and excellent front-line customer care to all visitors.

The building will be open to the public from 10am until 10.30pm from Wednesday to Sunday and there will be three shift patterns working 35 hours a week with the earliest start time being 9am on those days.

Eden Court is Scotland's largest multi-arts centre. Our building spans three centuries and you can find more information about us [here](#).

What we are looking for

THESE THINGS ARE ESSENTIAL FOR ALL APPLICANTS: -

- Ability to work brilliantly as part of a team
- Excellent customer service skills
- Good prioritisation skills
- Great organisational and time management skills
- Ability to sustain a physically demanding role
- Ability to work flexibly according to the changing demands and needs of Eden Court whilst we emerge from the pandemic

WE IMAGINE THE IDEAL CANDIDATE WILL ALSO:

- Previous experience of working in hospitality/retail or other customer service centred role
- Have a basic understanding of food hygiene standards and health and safety – full training will be given.
- Ability to contribute to an open, supportive and creative working environment

Job Description

The Covid-19 pandemic and related government restrictions have had a huge impact on our ways of working at Eden Court. We are continuously adapting in line with the guidelines and this job will also change and shift along with the circumstances.

It is vital that our customers are safe at all times and it is therefore essential to follow good hygiene measures and relevant guidelines. The role of Visitor Experience Assistant will ensure the following is delivered:

- Meeting and greeting all customers and providing them with the appropriate information to ensure a safe visit; requiring all visitors to check in with Check in Scotland. Where it is not possible to use Check in Scotland, a manual process will be in place and no pens or paper to be shared.
- One-way flows introduced throughout all public areas where possible to support physical distancing and staff members to observe and support visitors using the one-way system.
- If there is no one-way flow designated guidance to keep to the right and observe new routes through the building specifically designed to provide a safe visit for any physically impaired visitors or staff.
- Observe specific clear signage throughout all public spaces to indicate safe routes and locations, assisting the public's safe passage through the building.
- Staff and visitors encouraged to take the stairs if necessary, maximum occupancy of lifts is severely limited to ensure physical distancing.
- All colleagues to follow NHS guidelines on handwashing and must regularly and thoroughly clean and wash hands with an alcohol based hand sanitiser or wash with soap and water. Handwashing facilities will be available in all locations where colleagues are working or people are visiting and all colleagues must wash their hands thoroughly when they arrive at work and throughout the day.
- Undertake cleaning as required which may also include the monitoring of washroom facilities which will be operating in a limited capacity.
- To be responsible for supervising and monitoring the additional controls put in place and ensuring the safety of all visitors.

CINEMA

- To be responsible for supervising and monitoring the additional controls put in place and ensuring the safety of all visitors.
- Showing customers to their seats and seating organised to ensure that relevant social distancing is maintained.

- To undertake cleaning between screenings with focus on contact points (eg door handles/arm rests etc).
- Selling merchandise to customers for consumption in the cinema and ensuring that hygiene rules are observed.

CAFÉ

- To be responsible for supervising and monitoring the additional controls put in place and ensuring the safety of all visitors.
- Taking bookings for the café using the online system
- Setting up and serving in the café/bar ensuring standards of service are met at all times. This includes table service for customers and use of café equipment in non-customer facing roles (i.e. to make hot drinks/serve alcohol for which training will be given).
- Maintaining high standards of cleanliness at all times ensuring all tables and cleared and wiped and chairs and other furniture are clean and in good order observing physical distance guidelines.

THESE ARE RESPONSIBILITIES THAT ARE SHARED BY ALL EDEN COURT STAFF:

- Abiding by and promoting organisational policies, such as Equal Opportunities, Health & Safety, Safeguarding and Data Protection;
- Maintaining an environment that is safe and welcoming for participants, audiences, visitors, staff and everyone else;
- Representing Eden Court professionally at external meetings and advocating for the work we do.

Employment Details

JOB TITLE Visitor Experience Assistant

SALARY £17,290 per annum

HOURS OF WORK 35 per week

LOCATION Eden Court Highlands, Bishops Road, Inverness, IV3 5SA

DEPARTMENT People & Experience

LINE MANAGER Visitor Experience Manager x 2

PENSION Up to 6% Company contribution with the Peoples Pension

HOLIDAYS 31.5 days holiday from April to March including public holidays

OTHER BENEFITS

- Complimentary and discounted tickets to events at Eden Court;
- Free soup (homemade by our Chefs) and 20% staff discount at Eden Court's café/bistro.
- Employee Assistance Programme, a free confidential helpline offering legal advice and health support on a range of different issues
- Free parking

How to Apply

Please apply in writing explaining, in a letter no more than two-sides of A4, your interest in the role and telling us why you believe you would be suitable.

Please also attach a recent CV and send to: jobs@eden-court.co.uk along with the following information:

- Name
- Address
- Phone number
- Your access requirements if invited to an online interview

Please also complete [this online Equalities Monitoring form.](#)

Applications must be received by noon on Friday 30th July 2021

Application Timeline

DEADLINE:	<i>Friday 30th July 2021 at noon</i>
INTERVIEWS:	<i>TBC (most likely within a week of the deadline for applications)</i>
DECISION:	<i>TBC</i>
START DATE:	<i>ASAP</i>