



DUNNOTTAR CASTLE

JOB VACANCY – ASSISTANT CASTLE MANAGER

Dunnottar Castle

Dunnottar Castle is a world-renowned tourist attraction that has played host to some of the most significant events in Scottish history and holds many secrets to its colourful past.

Once an impregnable fortress, the Castle is now largely a ruin and a Scheduled Ancient Monument, yet its location some 150ft above a rocky outcrop in the North Sea still provides a powerful, haunting, and dramatic backdrop to over 120,000 visitors we welcome each year.

The Castle is privately owned by Dunecht Estates and is operated year-round as a premier visitor attraction by a small but dedicated team of Custodians.

The Castle team operate from Dunnottar Lodge which overlooks the Castle, adjacent to the visitor car park, coach park and catering franchise.

The location of the Castle is both breathtaking but demanding, particularly in the winter.

Dunecht Estates

Dunecht Estates is a diverse rural property-based business extending over 50,000 acres in Aberdeenshire and Kincardineshire in the Northeast of Scotland.

In addition to the operation of Dunnottar Castle, other business interests include let houses, farming (in hand and let farms), forestry, field sports, minerals and commercial property.

Dunecht Estates are owned by The Hon. Charles Pearson and his son, George Pearson.

The Estates and wider business interests are managed centrally from an Estate Office in Dunecht village, and the in-house management team operates from this office. The Estate also employs maintenance staff, housekeeping staff, foresters, gamekeepers, ghillies, farmworkers and tourism staff, bringing the total number of full-time employees to circa 50.

THE ROLE & ESSENTIAL REQUIREMENTS

As the Assistant Castle Manager, you will report to the Castle Manager and will be based at Dunnottar Lodge, Stonehaven. You will assist the Castle Manager in all aspects of the day-to-day operation of the site and provide hands-on, visible leadership to a team of approximately 7 full-time employees in addition to seasonal staff.

This is a hands-on leadership role, and you should be a proactive and reliable team player with strong interpersonal skills and a highly organised approach. Excellent time management and problem-solving abilities are essential, as you will play a key role in supporting the Castle Manager to ensure the business runs efficiently and safely whilst delivering an unforgettable visitor experience.

Please note that due to the location of the Castle, the role is physically demanding and therefore, a good standard of physical capability is required.



DUNNOTTAR

C A S T L E

Your main tasks will include:

1. Leadership and Management:

- Deputise for the Castle Manager in their absence and act as second in command
- Undertake team briefings and meetings
- Assist with compiling and co-ordinating staff rotas and the allocation of annual leave
- Motivate and support the castle team with a confident and approachable style
- Assist with the recruitment, induction, coaching and development of staff
- Assist the Castle Manager in rolling out operational policies and procedures as required
- Lead by example and ensure staff members adhere to policies and procedures
- Assist with staff appraisals and reviews
- Where necessary address poor performance and assist with the disciplinary process

2. Operational:

- Act as a key holder for the office premises and ensure the security of the site
- Ensure all areas of the site are opened and closed in accordance with opening hours and the adverse weather policy
- Ensure pre-opening safety inspections are carried out across the site
- Continual monitoring of forecasts for adverse weather
- Daily tasking and supervision of team members and regular inspection of the site
- Undertake basic maintenance around the site such as weeding, painting, and gardening
- Cleaning of the site, including toilets, as required
- Undertake stocktakes and re-ordering of consumables as necessary
- Respond to customer and supplier emails, correspondence, calls, and messages
- Manage online group bookings and general ticket sales
- Ensure operations are carried out in accordance with Scheduled Monument Consents
- Partake in and cover front of house duties within the castle, ticket kiosk, coach park etc

3. Health and Safety:

- Ensure high standards of health, safety and wellbeing across the site both in accordance with company policies and statutory regulation
- Report and record accidents, near-misses and incidents in line with company policy
- Act as a fire warden for the premises
- Attend Health and Safety meetings as necessary
- Assist the Castle Manager with organising training
- Provide first aid care when necessary

4. Guest Experience:

- Promote a consistently high-quality visitor experience from all staff members
- Answer visitor queries and have a good working knowledge of the Castle's history
- Handle visitor feedback and complaints promptly and professionally
- Assist with the management of the Castle Social media accounts
- Review and respond to customer reviews on Google Reviews, Trip Advisor etc
- Assist with the planning, co-ordination and delivery of special / promotional events / weddings, visits by the owner

5. Stakeholder Engagement and Public Relations:

- Build and maintain relationships with key stakeholders such as tour companies, coach operators, guides, suppliers
- Engage with other local attractions, schools, community groups and businesses
- Assist the Castle Manager to develop and execute appropriate marketing strategies

6. Facility Management:

- Ensure site compliance with regulatory requirements and company policy
- Assist the Castle Manager to manage vendors, contractors and suppliers
- To be proactive and undertake regular inspections of the site to identify any maintenance issues or deterioration



DUNNOTTAR CASTLE

ESSENTIAL REQUIREMENTS

- Previous experience of working in a similar industry, such as tourism, retail, hospitality
- Operational experience of motivating, supporting, directing and leading teams
- Demonstrable experience of managing difficult situations, unexpected problems or conflicts
- Highly organised and self-motivated with the ability to co-ordinate and task others
- A friendly, approachable, positive and confident demeanour
- An effective communicator who has excellent written and verbal skills
- Proficient in the use of the Microsoft Office suite of programmes and IT systems
- An ability and a willingness to build effective working relationships
- Ability to work the hours set out in the table below
- Flexibility to meet the demands and needs of the business
- You will possess a full UK driving licence

DESIRABLE REQUIREMENTS (NOT ESSENTIAL)

- A working knowledge of employment law and the employee lifecycle
- An interest and experience of using social media accounts
- Foreign language skills

Hours: 5 days per week, Tuesday to Saturday shift pattern with variable hours according to the season, as follows:

<u>Month</u>	<u>Working Hours</u>	<u>Total Hours Per week</u>
January	9:30am to 3:30pm*	27.5
February	9:30am to 4:30pm*	32.5
March	9:30am to 5:30pm*	37.5
April to September	4 days per week 08:30am to 6:30pm* 1 Day per week 08:30am to 12:30pm	42
October	9:30am to 5:30pm*	37.5
November & December	9:30am to 3:30pm*	27.5

*Exclusive of 30 minutes lunch break

Place of Work: Dunnottar Lodge / Castle – Stonehaven, AB39 2TL

Salary: Commensurate with experience

Benefits:

- 222 hours annual leave
- Auto enrolment pension scheme
- Life assurance scheme

To Apply: Please submit your curriculum vitae and a cover letter to the Head of Rural Enterprises (Alex Morrison) via email: alex.morrison@dunehchestates.co.uk

Closing date: 31st October 2025

This job description is not exhaustive, and the postholder may be required to undertake additional relevant duties from time to time to ensure the smooth running of the business