



Job Title: Storyteller & Guest Services Agent (Seasonal)

Location: New Lanark World Heritage Site

Reporting to: Visitor Attraction Manager

Role Purpose:

To deliver an exceptional visitor experience by bringing the history of New Lanark to life through engaging storytelling, immersive interpretation, and outstanding guest service. You will act as an ambassador for the site, ensuring visitors of all ages gain a deeper understanding of its historical, social, and cultural significance.

Key Responsibilities:

Storytelling, Interpretation & Performance

- Deliver engaging and informative storytelling sessions, talks, and informal interpretation across the site
- Bring to life the stories of the mill workers, village community, and key historical figures associated with New Lanark
- Dress in period costume and, where appropriate, perform in character to create immersive, memorable visitor experiences
- Use character-based interpretation to enhance engagement and deepen visitor understanding of daily life in the village
- Adapt delivery style to suit a wide range of audiences, including families, school groups, and international visitors
- Encourage interaction and participation to create enjoyable and educational experiences
- Answer visitor questions with accuracy and enthusiasm

Guest Services

- Provide a warm and professional welcome to all visitors
- Offer information on the site, exhibitions, tours, and facilities
- Assist with ticketing, bookings, and general enquiries
- Support visitor flow during busy periods and events

Customer Experience

- Deliver consistently high standards of customer care
- Ensure an inclusive, accessible, and engaging experience for all visitors
- Handle feedback and resolve issues in a professional and positive manner

General Duties

- Maintain high standards of presentation in public areas
 - Work collaboratively with colleagues across departments
 - Follow all health & safety and site procedures
 - Support special events, educational programmes, and peak visitor periods
-

Person Specification:

Essential Skills & Experience

- Excellent communication and interpersonal skills
- Confidence in speaking to groups and engaging diverse audiences
- Strong customer service experience
- Ability to work effectively as part of a team

Desirable

- Interest in Scottish industrial history, heritage, or education
 - Experience in storytelling, guiding, performance, or reenactment
 - Knowledge of New Lanark and its historical importance
 - Foreign language skills
-

Personal Attributes

- Enthusiastic, engaging, and personable
 - Passionate about history and storytelling
 - Comfortable performing in costume and interacting with the public
 - Professional, reliable, and adaptable
 - Committed to delivering high-quality visitor experiences
-

Working Hours:

Flexible, including weekends, public holidays, and peak tourism periods.

Additional Information:

Full training will be provided, including historical content, storytelling techniques, and guidance on costume use and in-character interpretation.