



# DUNNOTTAR CASTLE

## JOB DESCRIPTION - ASSISTANT CUSTODIAN

### 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 Estates 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.

As Assistant Custodian and reporting to the Castle Manager/Assistant Castle Manager/Senior Assistant Custodian, you will be at the forefront of providing a world-class service to visitors at Dunnottar Castle.

### Duties

#### Property Maintenance

- Opening/closing the Castle in accordance with agreed times, policies and procedures
- Performing pre-opening checks of the Castle to ensure the site is safe before opening to the public
- Cleaning, including toilets, to a high standard whilst following health and safety, procedure and COSHH guidelines
- Carrying out light property maintenance tasks, such as weeding and painting etc., as required.



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- Monitoring condition of physical, natural and environmental features of the Castle and its vicinity, being mindful of conservation/preservation and health and safety aspects, raising perceived issues with management team/maintenance supervisor as necessary.

### Health and Safety

- Following Castle policies and procedures to ensure staff and visitor safety
- Wearing appropriate PPE as required by Castle policy
- Monitoring the Castle in periods of adverse weather and assist with closing the Castle if necessary.
- Reporting any accidents, incidents and near misses in accordance with agreed policy.
- Work within the Castle health and safety policy.

### Visitor Service and Experience

- Providing world class customer service to every visitor in line with the ASVA Quality Assurance scheme
- Proactively selling admission tickets, retail and guidebooks
- Knowledge of and ability to operate the site booking system
- Promoting the brand at every opportunity.
- Maintaining a high level of site presentation including litter picking and toilet checks
- Ensuring a high level of personal presentation by wearing the provided Dunnottar Castle uniform and name badge.
- Being aware that they are an ambassador for the brand and acting appropriately
- Assisting with the site attaining a Gold Green Tourism Award
- Queue management, particularly on cruise ship days

### Other Duties

- Answer questions from the public in a prompt and professional manner.
- Assist with organised groups visiting the Castle for events such as weddings, filming, photography, guided tours or private functions.
- Assist Castle Management with training, overseeing and assisting summer staff in fulfilling their duties.
- Providing assistance and cover in the coach park as required
- Assist with bookings and general office admin
- Any other duties as required by Castle Management



# DUNNOTTAR CASTLE

## Hours of work

Weekend working is essential. Work pattern is Tuesday to Saturday with varying hours depending on the season as shown in table below.

Month	Working Hours	Total Hours Per Week
January	9.30am to 3.30pm, exclusive of 30 minutes for lunch.	27.5
February	9.30am to 4.30pm, exclusive of 30 minutes for lunch.	32.5
March	9.30am to 5.30pm, exclusive of 30 minutes for lunch.	37.5
April to September	4 days per week - 08.30am to 6.30pm, exclusive of 30 minutes for lunch.  1 day per week - 08.30am to 12.30pm.	42
October	9.30am to 5.30pm, exclusive of 30 minutes for lunch.	37.5
November and December	9.30am to 3.30pm, exclusive of 30 minutes for lunch.	27.5

## Benefits

Salary £25,055 per annum

215 hours annual leave

Employee Pension Scheme

Life Cover

For further information, or to apply, please forward your CV and cover letter to [joseph.sellors@duncheestates.co.uk](mailto:joseph.sellors@duncheestates.co.uk).