Full Job Title: **Visitor Experience (VE) Associate**
Organisation: **Muckle Brig Limited**
Location: **Leith, Edinburgh (Lind & Lime Gin Distillery, Port of Leith Distillery)**

Weekly hours: **16 hours per week, Part-time**
Work schedule: **Monday to Sunday, weekends required**
Salary: **£13.39 per hour**
Reporting to: **VE Supervisors**

ABOUT US

Our company values are at the foundation of everything we do.

We focus on products that we love.
We're realistic.
We keep our conscience clear.
We achieve everything as a team.
We deal with the difficult stuff first.
We spend our money on the right things.
We invite our friends to parties.

From a single person in a garden shed, our company has grown to include multiple sites, brands, and a team of passionate and talented individuals.

We have so many stories to tell, and communicating those stories is an essential and increasingly complex undertaking. 2026 isn't slowing down!

THE ROLE

As a Visitor Experience Associate, you will be the face of our Port of Leith Whisky and Lind & Lime Gin Distilleries. From greeting our guests with a 5-star welcome & guiding them through the Tour Experience to advising in our distillery shops and so much more.
Muckle Brig is a fun, fast-paced, diverse environment to work in. Excellent communication skills are paramount to a successful day. Your skills, enthusiasm and diplomacy will shine through for our guests and your colleagues within the distilleries.

KEY RESPONSIBILITIES

- Provide excellent customer service
- Welcome and orientate guests
- Be responsible and proactive
- Tour Guide
    - Dynamic storytelling - providing the historical stories behind our liquids, information on our production process, demonstrating mini-bottling, and conducting tasting sessions and cocktail making sessions.
    - Setting up, clearing, cleaning and resetting the tour route for each tour, including cocktail making equipment and tasting laboratory

- Weekly tour stock counts
  - Ongoing cleanliness and presentability of the tour area
  - Assisting with guest needs as required to ensure an excellent experience
  - Assisting with Private Tours and Events on an ad hoc basis
- Retail Assistance
  - Actively up-sell products through strong product knowledge and excellent customer service to maximise sales
  - Continually engage with customers to ensure maximum service
  - Weekly and monthly stock takes across shop stock
  - Fulfilling online retail orders for collection and posting at Lind & Lime as required
- Being a superb ambassador for all aspects of Muckle Brig, including Lind & Lime, Port of Leith Distillery and Leith Bond, our export company
- Following our Health & Safety, COSHH, Organic and Food Hygiene policies
- You may be required to work at other Muckle Brig locations when appropriate
- Other tasks as required

Skills & Experience:

You are a superb communicator with an enthusiastic and flexible approach, with the ability to adapt to any situation. You can create a fabulous atmosphere for all our guests. You are a competent multitasker who thrives on being part of a team delivering an excellent visitor experience.

- Enthusiastic and confident, warm, friendly and the ability to work within the team, with minimal supervision, to a high and safe standard
- EVE (Exceeding Visitor Expectations) Certificate desirable
- Positive, can-do attitude
- Ability to adapt to customer flow while maintaining excellent service quality
- Excellent front-of-house skills
- Demonstrable time management skills and the ability to prioritise
- Previous retail and tour guide experience would be advantageous but not essential

SALARY & BENEFITS

- £13.39 per hour
- 29 days holiday per year (inc. bank holidays), pro-rated for part-time staff
- Employee discounts
- Full training given with CPD opportunities ongoing

This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive, and there may be a requirement to undertake other duties as required

To apply, please send your CV and Cover Letter to jobs@mucklebrig.com