



Mercat Tours are looking for an Admin Assistant with a love of organising and eye for detail to join our team.

We're a five star family business who have been giving history a 'damn good telling' since 1985. We give visitors a warm welcome and unique, memorable experiences as we share the sights and stories of Edinburgh on 18 different tours per day. Our multiple awards and reputation recognise our hard work and commitment to high quality experiences – for visitors and the team.

We always aim to be the best we can be.

***Can you help us grow?***

***Would you like to join our vibrant team?***

We're inviting people who care about delivering 5 star standards, relish a challenge and will thrive working with our great team.

**Purpose and Objectives;**

- ✓ Ensure effective and efficient organisation of Mercat Tours' internal training and CPD programme
- ✓ Maintain accurate and timely internal training and CPD records
- ✓ Coordinate resources for performance delivery at external locations
- ✓ Provide administration support to Creative Development Manager
- ✓ Share ideas on how to improve Mercat's service and develop new business
- ✓ Help drive the growth of Mercat in a positive, sustainable future as part of our dynamic team

**Main Duties and Responsibilities;**

- Point of contact for Storytelling team on training programme and CPD workshops
- Collect availability and schedule training/CPD according to company needs and Manager requests
- Ensure forward planning and admin of training programme up to date and accurate
- Maintain training/CPD admin records
- Ensure training materials ready for delivery
- Coordinate staff and departments to ensure materials in place for performance delivery
- Liaise and ensure effective communication with relevant staff and departments on training/CPD matters
- Coordinate review of training and CPD
- Support Visitor Services and Operations team and deliver appropriate training
- Keep up to date with training and trends within the industry

**Special Requirements;**

- Excellent organisational skills
- Attention to detail
- Methodical, logical and thorough approach
- Excellent negotiating and people management skills
- Positive and effective communicator
- Calm under pressure
- Think creatively
- Passion for high quality product and visitor experience
- Commitment to be the best you can be

**Details;**

- Part time role available; 14-21hrs per week, open to negotiation
- Working days, shifts and hours open to negotiation
- Working week Monday to Sunday
- 3 month probationary period

We are a Living Wage employer offering minimum £9 per hour.

The team share an annual discretionary bonus and company holiday home.

**To Apply;**

Please send your CV and Personal Statement to [shirley@mercattours.com](mailto:shirley@mercattours.com) by **22<sup>nd</sup> June 2018**.

**Interview;**

We will be holding interviews in Edinburgh **wk beg 2<sup>nd</sup> July**.