



Mercat Tours are looking for an Operations Assistant with a cool head and zen approach to spreadsheets 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;**

- ✓ Assist in the effective and efficient operation of Mercat Tours' staff scheduling
- ✓ Ensure high quality visitor experience delivered consistently through effective operational planning
- ✓ 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 and Visitor Services teams on day to day scheduling matters
- Ensure accurate and up to date daily schedule for all company operations
- Process any schedule changes ensuring accurate, detailed records
- Liaise and ensure effective communication with relevant staff and departments on scheduling matters

### **Special Requirements;**

- Positive and effective communicator
- Strong people skills
- Excellent organisational skills
- Attention to detail
- Methodical, logical and thorough approach

**Details;**

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

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**.