



VACANCIES

Visitor and Coach Ambassador(s)

*We are delighted to be recruiting new staff for our award-winning Visitor & Coach Ambassador Service which operates over the summer months.
No experience necessary as full training will be given.*

Role(s): Visitor and Coach Ambassador(s) 2x Part-Time Posts Available

Location: Ardross Street (Inverness)

Schedule: TBC (15-30 hours per week worked over 7 days via rota system between the hours of 0900-1600). Minimum 4-hour shift per day.

Salary: £22,295 - £23,660 per annum (pro-rata based on 35-hour FTE)

Contract: 6 Months Fixed Term/Seasonal (1st April to 30th September 2024)

Expected Start Date: 1st April 2024

How to Apply: Please complete the BID Application Form and return it to: info@inverness.uk.com.

Closing Date for Applications: Thursday 14th March 2024 at 5pm

Interview Date: Tuesday 19th March

Job Description

As a BID Visitor and Coach Ambassador, the role has two functions i.e. co-ordinating the facility to manage the many coaches which arrive during our summer season and giving a warm and friendly Highland welcome to the many visitors who arrive via the Ardross Street coach drop-off/pick-up zone. The primary focus includes health and safety and traffic management whilst creating a highly positive first impression of our area and answering any queries to enhance the overall visitor experience. Overseeing the 11-bay coach area and ensuring its smooth operation by recording coach movements and addressing any issues that may arise can make each day different and the role can be very enjoyable and worthwhile.

Job Responsibilities

1. To direct coaches to parking bays on arrival per the schedule.
2. To record coach information e.g arrival/departure time and other data as may be required.
3. To welcome coach driver/tour guide(s) on arrival and confirm return departure time and to help build strong positive relationships.
4. To welcome coach passengers and provide assistance as required. Issuing our dedicated Visitors Guide and providing local information on arrival. To encourage feedback from visitors and to create a positive first impression to optimise chances of repeat visits.
5. To oversee the 11 parking bays, including traffic coordination, to ensure efficient facility management dealing with any issues as they arise.
6. To direct passengers back to their coaches at pick up time and to manage any issues as may arise including in regards to missed departures.

Person Specification

Essential qualities:

- A friendly, positive, warm, down to earth, and outgoing disposition.
- Must enjoy meeting new people and have the ability to work both as part of a team or on own initiative when required.
- Must be reliable and responsible and able to cope well when under pressure.
- Excellent oral communication skills with a good knowledge of and interest in Inverness City Centre and surrounding areas.
- Smart, presentable and enthusiastic about making sure our visitors receive the very best welcome and assistance at all times.
- Able to work comfortably outdoors including during periods of inclement weather.
- Ability to deal with a wide range of individuals and situations in a calm and effective professional manner.

- Able to apply an ordered and concentrated approach to managing the area including during busy periods and to be alert and responsive at all times in respect of health and safety and risk assessments/management.
- Ability to be first line of response for challenging situations and able to identify situations which require to be reported to Project Co-ordinator.
- Willing to undertake First Aid and other Training as may be required.

Desirable but not essential qualities:

- Understanding of the role of BID including our aims and objectives.
- Knowledge of other language(s).
- Able to work pattern of alternative days/hours to suit business needs.

Other:

- Full training will be given.
- Uniform provided.
- Potential to be considered for our 2025-26 team dependent on performance.
- Must be able to start from 1st April 2024.