



Job title: Assistant Manager

Job Holder: Loch Ness Hub Ltd

Reports to: Loch Ness Hub General Manager and Managing Director

Date: 01/08/2024

Location: Loch Ness Hub, Drumnadrochit

Start Date: Immediate start available

Annual Leave: 28 days pro rata

Salary: £16.5K (dependent upon experience)

Hours: Full Time 22.5 hours per week Summer (Mid March to end Oct) Mon – Sun (3 days out of 7, on a rota basis) 2 x midweek fixed days. Winter – 3 days - 19.5 hours per week. 2 x midweek fixed days

The Organisation:

Loch Ness Hub and travel is a Community Benefit Society (BenCom) owned by its shareholders, with the anchor shareholder being Glen Urquhart Rural Community Association (GURCA) our local Development Trust and registered charity. The social enterprise operates from the Loch Ness Hub building in Drumnadrochit; and surplus profits from its activity are passed to GURCA for community benefit to support key projects.

The Opportunity:

To help further develop our community start-up company, we are seeking a highly motivated and customer-focused Assistant Manager to join our team at Loch Ness Hub. The successful candidate will be responsible for leading and supporting our sales advisor team while providing excellent customer service and support to tourists visiting the Loch Ness area.

Primary reporting will be to the General Manager of Loch Ness Hub with secondary reporting to the Managing Director in the General Manager's absence. You will play an important role in ensuring that the Hub's travel and transport services, visitor information and local businesses are effectively promoted and operated.



Key Areas of Responsibility:

1. Lead and support the sales advisor team in providing exceptional customer service and support to tourists visiting the Loch Ness area, whilst coaching and mentoring the sales advisor team members to improve their skills and performance.
2. Handling customer telephone enquiries for our baggage transfer service, with a keen attention to detail and serving as liaison between customers and our baggage transfer service team.
3. Support and contribute to achieving the companies Community Transport goals and initiatives by working closely with our community partners.
4. Respond to customer enquiries and effectively resolve any concerns, identify customer needs and offer appropriate solutions, ensuring visitors receive all necessary information to have an enjoyable experience.
5. Deliver exceptional customer service by providing relevant information to visitors, locals and businesses through face-to-face, email, social media and phone interactions. Promote the activities and services offered by the Hub to enhance visitors' experiences.
6. Oversee the E-bike facilities and promote their use, along with other active travel options including local walks and trails
7. Share your extensive knowledge of the Highlands, and particularly the local area, and encourage visitors to explore less well-known areas, promoting responsible visitor behaviour and slow and authentic tourism.
8. Offer guidance on the operation of the Hub's motorhome facility
9. Undertake retail sales, maintain records, and keep display and stock levels at optimal levels via our ePOS till system. Order retail products as and when required.
10. Monitor the Hub's public toilet facilities during the day, restocking consumables as needed and address any urgent maintenance or cleaning issues as they arise.
11. Ensure optimal staffing levels for the Hub shop floor by managing the staff rota as required.
12. Bring passion and enthusiasm for delivering outstanding customer service and actively promoting all that the Loch Ness area has to offer.

Other Duties: The post holder may be required to perform other duties as deemed appropriate for the position.



Essential Attributes for Success

If you believe you have transferable skills that align with these sought-after attributes, we'd love to hear from you.

Required Skills and Experience:

- Proficiency in Microsoft Office 365 and Excel.
- Familiarity with product barcoding, stock management, and supplier relations.
- Exceptional customer service skills with strong communication and interpersonal abilities.
- Social media savvy with a working knowledge of popular platforms.
- Experience in retail and cash handling.
- In-depth knowledge of the Loch Ness area and its attractions.

Desired Skills and Experience:

- Experience with Xero accounting software and Epos systems.
- Fluency in foreign languages.
- Proficiency in Gaelic.
- Clean driving licence.

Education:

- Strong written and verbal communication skills – essential.
- Adept in numeracy and organisational skills – essential.

Qualities:

- Friendly and welcoming disposition.
- Attention to detail.
- Resilient in fast-paced and demanding environments.
- Enjoy sharing knowledge with others.
- Keen to learn and receptive to growth opportunities.

Join our dynamic and dedicated team at the Hub, where you'll have the chance to share your passion for customer service and the local area.

To apply, please send a copy of your CV along with a compelling cover letter explaining what makes you the ideal candidate for this exciting role to alice.gibbs@lochnesshub.co.uk – General Manager. Please cc russell.fraser@lochnesshub.co.uk – Managing Director