



## Seasonal Admissions Team



ROXBURGHE  
ESTATES

[www.floorscastle.com](http://www.floorscastle.com)



# About us

The estate has been part of the Scottish Borders since 1358. Everything we do, is to ensure that we continue into the next millennium. Through our longevity we have developed deep connections with the land and its people and we are guided by the principle that our operations benefit the health of the environment and the prosperity of local communities. We are not just enduring; we will constantly innovate and grow to maximise the potential of the region and land under our care so we will be a source of inspiration and a model estate for the 21<sup>st</sup> Century.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Floors Castle. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing a warm welcome and amazing experiences.

## Our Values

CUSTODIANS

COMMUNITIY

AUTHENTICITY

DRIVE

WARMTH

"To understand, improve and develop our natural, heritage and built environments, allowing them to flourish as sustainable businesses capable of making significant contributions to a vibrant Borders community, now and for generations to come."



# The Role

|                   |                                 |                 |                                   |
|-------------------|---------------------------------|-----------------|-----------------------------------|
| <b>ROLE TITLE</b> | Seasonal Admissions Team        | <b>CONTRACT</b> | 6 months                          |
| <b>LOCATION</b>   | Floors Castle, Kelso            | <b>HOURS</b>    | Zero hours, Part-time, Fixed Term |
| <b>START DATE</b> | From 3 <sup>rd</sup> April 2026 | <b>MANAGER</b>  | Operations Assistant              |

- To work in the Admission Kiosks with full training, selling tickets and passes, use of till and card machine, giving visitor information and product presentation.
- Opportunities to work in the Castle, to be a presence in the public rooms, welcoming visitors and answering questions. Ensure excellent visitor care, information provision and product presentation. To conduct guided tours of group visitors.
- To work across the site at need, in retail, events and visitor engagement. Full training will be provided.
- To help promote upselling and promotion of all products (including Annual Pass & Guide Book) events & activities.
- To provide a high standard of customer service at all times, engaging with customers, sharing knowledge and information about all areas of Floors Castle.
- To be an excellent team player, contributing to the continuous development of the department as part of the visitor welcome team specifically and the Floors Castle team as a whole.
- To contribute innovative ideas to enhance the visitor experience.
- To ensure all standards and expectations are met.

**The post involves working weekends and Bank Holidays, providing cover for holiday and at short notice for sickness absence. Attendance at meetings and training days will be required in addition to normal working days.**

Situations may arise that require the post holder to carry out other duties, commensurate with their level of responsibility, that involve working in other areas within the enterprises team.



# Key Result Areas

## Customer Care

- Provide the highest quality of service and demonstrate enthusiasm for the role.
- Ensure all visitors are greeted warmly and promptly.
- Ensure awareness of coach visits, corporate events and other events and necessary planning is in place to ensure best possible experience for all visitors.
- Respond swiftly, efficiently and appropriately to any visitor comments or queries.
- Be prepared to 'go the extra mile' in providing visitors with a memorable and enjoyable experience.

## Any Other Duties

- Undertake any other duties as may reasonably be requested by the line manager.
- Attend training courses as required to meet the requirements of the post.
- Be prepared for lone working on occasions and to take responsibility in the Managers/supervisor's absence. This may involve opening and closing the castle.



## Health & Safety

- Appropriately report accidents, if they should happen, to the line manager.
- Ensure you are aware of health & safety policy, risk assessments and emergency procedures.

## Cash Handling & Security

- Check all transactions: cash, cheque, credit card and vouchers.
- Follow cash handling, cashing up and reconciliation procedures accurately
- Always ensure the security of cash and stocks is not compromised.



# Knowledge, Skills & Experience

## Knowledge

- Must be capable of conversing with a wide variety of people and personalities.
- Must be interested in learning about the property and the surrounding area.

## Skills

- Good communication skills required.
- Demonstrable influencing and selling skills.
- Must have a flexible approach and be prepared to work in all three primary areas of the visitor support team (in admissions, retail, and in the historic house).
- Must be an approachable and customer focused personality.
- Demonstrate strong interpersonal skills, flexibility and initiative.
- Must work well as a part of a team.
- Must be prepared to learn new information, and impart this to visitors in an accurate and engaging manner.

## Experience

- Experience in similar operation would be of benefit.
- Cash handling experience.
- Must have experience of working with the general public.
- Customer Service: 1 year (preferred)
- Proven ability to follow instructions and work on your own initiative.



# Salary & Benefits

## Salary

Up to £12.71 per hour

## Benefits

- Employee discount in Giftshops & Cafés
- On – site free parking

## Uniform

You should be of smart, corporate appearance and clothes should be free of stains and neatly pressed. Dark shoes should be worn. Denim clothing and training shoes are not permitted. Black, Grey or Navy : Trousers, Skirts, Jumper, Waistcoat, Jacket accompanied with white or cream plain shirt.

Tartan Tie or sash will be provided and are to be worn in the appropriate manner as outlined in staff training along with a name badge.

# Applying for the Role

For more information, or to apply for this role, please send a CV and covering letter, detailing your suitability for the role to [hr@floorscastle.com](mailto:hr@floorscastle.com)

If you are passionate about excellent customer service, keen to learn more about the fascinating history of the Scottish Borders, and interested in joining our team, then we want to hear from you. Roles available from 3rd April to the end of September.

