

## Introduction

Make it your job to get others to love Scotland. Get paid to share stories. Have Scotland for an office.

We're currently recruiting for new Driver Guides, so if you are interested in showing people our country, then please sign up and apply.

If you have any questions or just want to have a chat about the role, please feel free to give us a phone on 01475 779166 and ask to speak to the Operations Team about this role.

We will have some positions available.

Full training is provided.

## What you can expect

- A minimum 6 month Contract
- A competitive salary available on request.
- Performance bonuses
- An annual average of 40 hours per week
- Monthly rotas
- Full Guide training

## Further Information on Training Available

### **Driving**

We require you to have a Category D1 Licence. (We will support the right candidate to obtain a licence)

### **Guiding**

You'll get paid for the days you are Guide training. You'll learn about history and culture but also how to entertain and manage a group. We also cover Customer Service, First Aid, Sales and everything in between.

# JOB SPECIFICATION

## **Responsible Brands / Territories**

Slainte Scotland / Clyde Coast Tourism

## **Key Responsibilities & Objectives**

- Drive a Passenger Carrying Vehicle
- Provide excellent customer service through the delivery of tour products in accordance with company procedure and legal requirements
- Supporting overall business strategy through personal performance and sales activities

## **Reporting to**

Operations Manager

## **Adjacent Key Relationships**

Customer Service Team / Retail Assistants / Fellow Guides

## Role Overview

You will represent the company delivering all aspects of our tour programme to domestic and international customers. This includes public speaking and delivery of historical, cultural and entertaining information

Tours vary from one day to ten days so nights away from home will be required

You should be interested in travel, Scottish culture and history, and be a 'people person'

The role will involve driving a Passenger Carrying Vehicle (PCV) and require some lifting

### **Responsibilities**

- Driving Passenger Carrying Vehicles
- Drive Passenger Carrying Vehicles in a safe and responsible manner at all times adhering to legal obligations related to being a both a Full UK Licence and PCV driver
- Ensure all legal requirements in relation to holding a PCV licence are adhered to and qualifications are valid
- Maintain vehicles in a clean and serviceable condition
- Conduct vehicle inspection checks
- Complete all required documentation in a timely and accurate manner
- Ensure safe and proper use of all equipment and materials in accordance with Health and Safety Regulations
- Undertake basic maintenance and repairs to vehicles as instructed
- Undertake lifting and handling of luggage and equipment

## Tour Delivery and Customer Service

- Deliver relevant tour information to customers in an appropriate manner, including historic, cultural, social and local information
- Host events and lead 'off vehicle' activities such as walks and walking tours as part of the tour programme
- Provide assistance and advice in relation to accommodation, travel and activities whilst on tour
- Undertake promotional and sales activity of Company products and services
- Undertake promotional and sales activity of Company partners' products and services
- Actively encourage feedback from customers through preferred channels

## Additional Duties

- Ensure continual development of knowledge of Company products, tour information and operational procedures
- Keep up to date with Company initiatives through participation in company communication channels such as Facebook Group Chat and email
- Attend staff meetings and training courses as required
- Represent the Company at events as required
- Complete tour reports/vehicle reports/Blogs
- Assist other Company Departments as required including Sales, Retail, Marketing as required
- Undertake any other duties as reasonably directed

## Work Pattern

- Monday to Sunday
- Annual average of 40 hours per week
- (working hours in peak season will be considerably more with time in lieu earned and given back during the shoulder season)
- Hours generally between 7am and 9pm
- Working away from home will be required
- 28 days paid holidays pro rata (including public holidays)
- 6 Month Minimum Contract



## Other Items

- Purchasing Responsibility: No
- Principle Base: Greenock
- Travel Required: Yes
- Key Holder: Yes
- Payment Card Holder: Yes
- Company Phone: No

## Qualifications & Experience

Full PCV 'D' Category Licence

Valid PCV Driver CPC Qualification (right candidate may receive supported training)

Strong understanding of Scottish Culture and History

## EXPECTED DELIVERABLES

Driving

A full UK licence

Sales

Ability to promote products and services successfully

Service

Strong customer service skills

Pro-active and confident

Self-starting and capable of thinking on your feet

Dedicated team player

Ability to entertain groups

Communication

Enjoy being with people

Outgoing and approachable nature

Comfortable public speaker (or willing to learn)

People Management

Strong influencing skills

Empathy

Strong customer service

Administration

Ability to complete basic reports accurately

Behavioural Competency Profile

Influencing Skills

Leadership Communication Skills

Continuous Improvement

Initiative & creativity

Planning and Self-Management

Customer Skills

Problem Solving and Decision Making

Team Working

Technical Skills

Sound product knowledge of all brand products

Knowledge of Scotland, attractions and accommodation on offer

All relevant Driving qualifications