

Inveraray Castle

Seasonal Shop Assistant – Full/part-time March – October 2026

Job Description

Job title: Seasonal Shop Assistant, Fixed Term Contract

Location: Inveraray Castle, Inveraray, Argyll

Responsible to: Shop Supervisor and Shop Manager

Main purpose: Ensuring an enjoyable and memorable experience for the 90,000 visitors who come to Inveraray Castle annually. Assisting the Shop Supervisor with all aspects of the Castle Gift Shop, helping Castle visitors make their purchases, handling cash and credit card sales. A smart appearance and a high standard of customer care skills are essential.

Main duties:

1. Serving and assisting gift shop customers.
2. Assisting with shelf stacking, pricing goods, cleaning of shop and undertaking stock routines.
3. Helping ensure security of the shop and goods.
4. Handling cash and credit card sales, including checking and accounting for daily takings.
5. Upsell and cross-sell specific products to ensure sales targets are met e.g. guidebooks.
6. Comply with health and safety directives and organisational policy.
7. To comply with alcohol licensing with alcohol licensing regulations for the sale of alcohol.
8. Helping to ensure the health and safety of visitors.
9. Occasionally assisting and supporting elsewhere within the Castle enterprise as required under the direction of the Visitor Experience Manager.
10. Comply with organisational policy for green tourism and recycling.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Skills

Essential:

- Excellent customer service skills
- Excellent communication skills
- Friendly and polite
- Timely
- Well presented
- Good team worker
- Can-do attitude
- Ability to follow instructions

Desirable:

- Experience handling cash
- Experience working in a busy environment
- Knowledge of a foreign language

Hours of Work

This is a seasonal position from March –October 2026. Applications are invited from those wishing full-time or part-time work. Full-time employees will work five days per week from 9.30am – approx. 5.00pm with a 30-minute lunch break and a 15-minute tea break in the morning and afternoon. Part-time employees will work the same hours per day but on a reduced number of days per week.

Accommodation

Staff accommodation is available if required and is provided subject to a Service Occupancy Agreement.

Wages

Payable fortnightly in arrears from which the normal statutory deductions are made. The gross wage will be calculated at £13.35 per hour.

Holiday Entitlement

Holiday entitlement is pro-rata in relation to the entitlement for the whole leave year. Holidays are not permitted to be taken during the months of July and August. Payment for annual and statutory holidays is at the employee's normal rate of pay.

Applications

Applications should be made by email to the Visitor Experience Manager at manager@inveraray-castle.com.