



CALLANDER COMMUNITY DEVELOPMENT TRUST

callandercdt.org.uk

Job Title: Assistant Manager

Employer: Callander Community Development Trust

Location: Callander Visitor Information Centre

Rate of Pay: £13.50/hour + National Insurance

Hours per week: At least 16

Contract Type: Seasonal, part-time, flexible hours including regular weekend work

Season dates: 1st August 2025 – 26th October 2025 with the possibility of April-October 2026

About the Role

The Callander Visitor Information Centre (VIC) is a vital community project operated by Callander Community Development Trust. Serving as a warm and welcoming gateway to the town, the VIC provides person-to-person information and a friendly face to the tens of thousands of visitors who come to Callander each tourist season.

We are seeking a flexible, friendly, and organised **Assistant Manager** to help support the smooth day-to-day running of the centre, including holiday and sickness cover. You will be a key member of the team, supporting the two Duty Managers and a large pool of valued volunteers.

Main Duties

- **Visitor Engagement:**
 - Welcome and assist a wide range of visitors with queries about Callander, local services, attractions, transport, and activities.
 - Ensure all guests leave feeling informed, supported, and welcomed.
- **Retail Operations:**
 - Operate the point-of-sale system (SumUp) and handle all cash/card transactions confidently.

- Monitor stock levels, restock shelves, and receive/record deliveries and new stock.
 - Perform daily and periodic cash reconciliation.
 - **Volunteer Support:**
 - Supervise and support volunteers on shift.
 - Provide cover for volunteer absences where needed.
 - Assist with the training and induction of new volunteers as opportunities arise.
 - **Administration:**
 - Complete administrative tasks as directed by the Duty Managers.
 - Keep records up to date and ensure the smooth operation of the centre's systems.
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Person Specification

Essential:

- Friendly, confident, and approachable manner.
- Excellent communication and customer service skills.
- Reliable, flexible, and able to work independently.
- Competent with handling money and using a point-of-sale system.
- Organised, with good attention to detail.
- Familiarity with Callander and the surrounding area.

Desirable:

- Experience working in a visitor-facing or tourism-related role.
 - Experience supervising staff or volunteers.
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Working Hours & Flexibility

- Hours per week will be agreed in discussion with the successful applicant and the Duty Managers.
- Regular **weekend working is required**, and working days will be scheduled based on mutual availability and the needs of the Centre.
- The Centre is currently open **6.5 days per week**, but may be extended to 7 and the successful candidate must be willing to provide **cover for holidays and sickness** as needed.

- A high degree of flexibility is essential, especially during peak tourist season.
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To Apply

To apply or learn more, please send a CV and covering note with your relevant experience to the following email address by Friday 25th July. Interviews will take place the last week in July to start early August.

secretary@callandercdt.org.uk