



WILLIAM GRANT & SONS



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ROLE PROFILE

Job Title	Tullamore D.E.W. Visitor Centre Coordinator
Business Unit / Group Function	BBU
BU Team / Sub-Function	Global Marketing
Location	Tullamore
Team Leader	Tullamore DEW Visitor Centre Operations
Team Members	Yes
Job Level	5
Role Purpose Work with the global brand team, cross functional global teams and local marketing teams to develop long term plans and supporting tools that enable markets to achieve their targets. Ensure an integrated and consistent approach to reaching audiences across a wide range of touchpoints, across regions.	
Accountabilities • Report to the Visitor Centre Team Leader and compile monthly reports on all operational and personnel issues. • Report on all operational matters at weekly team meetings. • Give direction and instruction to other team members for the coming week and discuss and resolve any staffing and operational issues. • Engage with visitors and other staff in a friendly and welcoming manner. Share with them your knowledge of our brands to • Ensure the highest standards are maintained across the Visitor Centre offering to continually drive an increase to sales and an appreciation of our whiskies. • Assist the Team Leader in leading, motivating and developing the team in line with Company values so to maximize employee performance. • Assist and work with team members on an ongoing basis with their training and development to ensure high standards are maintained by all in their appearance as well as their interaction with visitors and with other colleagues. • Assist the Team Leader with compiling of the weekly staff rota to ensure adequate coverage at all times across all Visitor • Centre activities. Record and report all instances of absenteeism to the Team Leader. • Liaise with tour operators and build on our tour operator relationships. Keep the team informed and up-to-date of all • bookings. • Ensure all areas including the bar are fully staffed, stocked and prepared for visitors at all times. • Work with the Team Leader & the accountant to ensure proper EPOS procedures are been adhered to by all the team and • ensure the accurate recording of sales, visitor numbers and restaurant covers. • Resolve maintenance and facility issues as they arise. • Office administration – record and maintain e-calendar and diaries of all tour and event bookings, liaise with tour operators, stock ordering, assist with monthly stocktakes and support with planning events. • Liaise with Tullamore D.E.W. marketing team in coordinating and preparing for corporate and VIP visits.	