



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Hendricks Distillery Co-Ordinator
Business Unit / Group Function	BBU
BU Team / Sub-Function	Global Marketing - Global Brand Teams
Location	Girvan
Team Leader Role	Hendrick's Distillery Experience Manager
Role Level	4B
Team Members	No
Role Purpose Manage all visitor related activities for Girvan Distilleries and support the Hendrick's Brand Ambassador to deliver a consistent best-in class brand experience to surprise and delight all visitors.	
Accountabilities <ul style="list-style-type: none">• Follow and comply with all WGW processes, standards, and guidelines in the performance of your role, reporting any non-conformances in a timely manner.• Work collaboratively with the Distillery Team Leader(s) to keep the Visitor Experience fresh and ready at all times, whilst consistently assessing opportunities to improve.• Effectively manage the visitor experience budget to ensure all targets are met, including the invoicing of internal / external customers for services supplied.• Co-ordinate all logistics associated with hosting visitors, including catering, transport, and other agency staff as required.• Lead the sourcing and management of key agency partners to deliver the Hendrick's and other distillery experiences.• Take the lead and as the "super user" for Guest Line. Monitor its effectiveness and offer suggestions for ongoing improvements of the Guestline Database.• Act as a bridge between the relevant global brand teams & the local experience team, and ensure all key internal stakeholders (Distillery, global team markets etc.) are fully informed and aligned through management of Guest line system.• Support site leadership with organisational requirements of site management, business reporting and events organisation.• Contribute and participate in the Team Performance System through engaging in team meetings and taking an active part in problem solving activities.• Work collaboratively with peers and colleagues and apply learnings from identified training and development activities required to perform in role.	
Created by:	John Shields
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INDEPENDENT FAMILY
DISTILLED SINCE 1867

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