



RADEMON ESTATE
SHORTCROSS[™]
S M A L L - B A T C H D I S T I L L E R Y

Title: Visitor Centre Manager

Salary: DOE plus bonus.

Reporting to: Company Directors

Location: Crossgar, County Down, Northern Ireland

Our ideal candidate:

The Visitor Centre Manager will coordinate and manage all operations of the visitor centre including the onsite Shop and bar, whilst maintaining excellent customer service and maximum profitability. The wide variety of duties involved requires flexibility, organization, and strong public relation skills.

Our manager will have a strong background in growing DTC business and an excellent understanding of customer service and hospitality.

Essential Functions:

- Develop, manage and implement a strategy to drive footfall and guests to the distillery.
- Set the tone for our visitor experience.
- Cultivate an experience that is memorable, educational, and enjoyable for our guests.
- Supervise and perform hospitality functions which will include greeting visitors, providing tasting and spirit education, conducting consumer and private tours.
- Develop and execute unique elevated tasting experiences and events.
- Provide high level hospitality to all guests , with one-on-one tasting experiences and personalised attention geared to the specific needs of each party.
- Coordinate and manage all financial aspects of the visitor centre and manage all budgets and costings including events
- Run weekly and monthly sales reports and submit in a timely manner.
- Resolve customer concerns quickly and proactively and Respond to customers in a timely and professional manner.
- Create and track sales targets and set key metrics for the visitor centre in order to obtain optimum sales and adjust where necessary.
- Manage inventory levels and set pricing.
- Review and Manage product displays in the retail unit and and oversee regular restocking and organisation to optimise sales.
- Maintain current products and inventory in POS system.



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- POS/CRM management, maintenance, and training.
- Manage all Booking software.
- Manage all third party suppliers onsite.
- Ensure all Health and Safety requirements are upheld at all times.
- Ensure we comply with all licencing laws and regulations.
- Assist with onsite and offsite events,
- Be physically fit and able to sit, stand or walk for long periods of time.

Skills and Experience.

- 5 years plus experience in a related hospitality role.
- Strong finance skills allowing for Budget Keeping and recording
- Methodical Organisational skills
- Commerically minded – proactively grow and win new business
- Aware of current Health and Safety Laws – keep the appropriate records and update
- Excellent Computer skills inc Excel and MS Microsoft & social media channels.
- Full clean driving license
- A flexible approach to working is essential as you will be required to work evenings and weekends
- Management of staff members.
- Putting the customer first at all times.
- Ensuring everyone receives a warm welcome and leaves as a Shortcross ambassador.