

REPORTING DIRECTLY TO: HEAD OF FACILITIES & IT
REPORTING INDIRECTLY TO: FINANCE DIRECTOR

The Scotch Whisky Experience is a 5-star visitor attraction next to Edinburgh Castle. We are looking for an enthusiastic individual to join our busy Facilities & IT department. This key role touches every aspect of our business: the ticketed visitor attraction, on-premise and online retail, restaurant, bars and event spaces. Our vision is to make the world fall in love with Scotch whisky. We are a friendly and passionate team who inspire, enthuse, educate and impassion our visitors about Scotch whisky in all that we do.

MAIN ROLE

You will be responsible for the management and oversight of the company's business systems to ensure they are resilient and deliver the required outcomes for customers and staff. You will work closely with other departments to identify opportunities to make improvements to current business processes including implementing new systems. You will be responsible for training staff and will be fully supported both internally and by 3rd party support contracts in your role.

JOB ELEMENTS

Person Specification

- Strong communication skills to manage supplier and internal relationships
- Willingness to learn how the business operates and how to use the current business systems
- Able to use own initiative for problem-solving
- Good organisational skills and time management
- Self-motivated, patient and you remain calm under pressure
- Comfortable using technology with an interest in making improvements

Role Responsibilities

You will receive hands on training in our business systems before taking over lead responsibility for:

- Galaxy (ticketing system and integrated webstore)
- EPOSNOW (retail, bar and restaurant system)
- Shopify (online retail system)
- Bookatable (table booking system)
- Xelion (VOIP phone system)
- Other business systems as appropriate
- System documentation
- System training

Experience

- Competent in Office 365 products especially Excel
- Experience in the back office of a business system such as ticketing is an advantage but not essential
- Experience of business processes is an advantage (such as finance processes, stock processes, reconciliations between systems, business reports etc)
- Basic experience of IT systems and networks is desirable