

# Vacancy Newsletter

16<sup>th</sup> July 2021

east lothian  
**works**

**Role:** Brand Home Guide  
**Company:** Diageo  
**Location:** Glenkinchie Visitor Centre, Pencaitland

## About Us

This is a chance to be involved in an ambitious and truly one-of-a-kind team where our aim is to create remarkable and unforgettable experiences across each and every one of our venues across Scotland. Our Malt Brand Homes will take visitors on an immersive, multi-sensory journey through the flavours of Scotland, sharing our love for Scotch with a new generation of whisky drinkers. Visitors will lose themselves in the journey whisky-making in our experiences and make purchases from our fantastic retail offerings. We want our guests to embrace every minute with us and feel the same way we do about our heritage. Being part of Diageo means being a torchbearer for our brands and making them even better for the next generation. It's a career-defining responsibility. If you have a genuine passion for our craft, our character and our products, help us continue the story and build a great career in the process.

## About the Role

Our tours are the opportunity for the public to learn who we are and what we do, you'll be guiding them around our beautiful distillery representing the brand and Diageo using the full training provided.

You will assist with ticket sales and promoting our brand throughout the full experience. From warmly greeting our guests to providing advice and information on the offerings of our world-class visitor experience.

Our impressive whisky bar holds many of our products, therefore shop duties and upselling products will be required alongside the merchandising of our other products in the retail area. You'll help with the planning and implementation of special events throughout the year.

## About You

Brands like Guinness and Johnnie Walker were created by the leading entrepreneurs of their age. And their spirit is alive in our business every single day and you'll see this nowhere better than in our Glenkinchie distillery.

Here you won't just stand on the shoulders of giants. You'll take what they created and make it even better for those who come after you. It's a career-defining responsibility.

We're looking for people with character: driven, resilient and open-minded. Are you passionate about customer service and a team player? We certainly hope so!

We're looking for someone who values the importance of working in a team and being able to build strong working relationships with customers as well.

[Diageo](#)

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**Location:** Glenkinchie Visitor Centre, Pencaitland

### **About us**

MacGregor Healthcare Ltd is a private owned company whose directors have extensive experience working within the medical field. Having worked directly with Healthcare professionals and product end users, MacGregor Healthcare Ltd has an understanding on issues that are important when it comes to choosing a product.

### **About you**

The ideal candidate will have good attention to detail, have an enthusiasm for learning and be a great team player. Good written and verbal communication skills are key. There will also be a requirement for the candidate to be disclosure checked through the PVG Scheme. Although we are on a bus route, your own transport may be easier.

### **Key Responsibilities:**

- Building good working relationships with colleagues and external service providers
- Establishing rapport with customers on the telephone
- Becoming adept at using MacGregor Healthcare's IT systems and office equipment (full training will be provided)
- Placing customer orders
- Email management
- Document management including opening files and hardcopy filing
- Dispatching customer orders
- Assist with daily housekeeping tasks for onsite warehouse
- Aiding at stocktakes at main warehouse

### **Skills and knowledge**

- Experience of an inventory focused role/SAP Systems would be advantageous
- Working knowledge of Outlook, Word and Excel
- Positive attitude with a practical, common sense approach
- Excellent attention to detail
- Display good organisation and administrative skills
- Ability to multi-task and prioritise
- Remain calm when working under pressure
- Strong written and verbal communication skills
- A team player

Job type: Full Time, Permanent

Salary: From £18,000.00 per year

Application deadline: 30/07/2021

### **Benefits:**

- Company pension
- Employee discount
- On-site parking
- Wellness programmes

[MacGregor Healthcare](#)

**Role:** Customer Assistant – Customer Team Member  
**Company:** Coop  
**Location:** Haddington

Pay: £9.50 per hour & amazing benefits.

Contract: 16 hours per week + regular overtime, permanent, part time

No experience needed as full training given

Working pattern: varied shifts over 5 days including early mornings (store opening), afternoons, late evenings (store closing) and weekends, to be discussed at interview

### **What you'll do as a Customer Assistant**

There's lots involved in being a Co-op customer assistant. The pace is always fast, with different duties to take on through your shift. Here are some of the key tasks:

- providing friendly, considerate customer service (and really getting to know customers)
- preparing and presenting our products, including from the bakery
- keeping the store well stocked and looking good
- thinking on your feet if there's an issue or problem to solve
- promoting Co-op membership, and the local projects we support

Who can be a Customer Assistant at Co-op?

We're not looking for any specific experience or qualifications – we provide full training. It's your personality, skills, motivation and values that matter. You'll need to show us:

- a real passion for customer service
- great communication and listening skills
- the ability to work well in a team, and achieve team and individual goals
- an enthusiastic approach and willingness to support your colleagues when the store gets busier
- the flexibility to work a range of shifts to support the opening times of the store

Why Co-op?

Teamwork is a big part of the job. You'll be working alongside and learning from some brilliant colleagues. As your experience grows, you can take more responsibility on and receive plenty of opportunities to develop your career. We also offer a rewards package that stand out, including:

- a competitive pay rate
- premium rates for hours worked before 6am or after 10pm
- flexible shifts/working hours and regular overtime opportunities. We provide rotas to your mobile phone 3 weeks in advance. So, you have time to plan around your shifts
- 20% off Co-op branded products in our food stores all year-round
- 10% off other brands all year-round, which doubles to 20% on the Friday and Saturday after every payday
- discounts on other Co-op products and services
- pension with up to 10% employer contributions

[Job Description - Customer Team Member \(CRS37834\) \(taleo.net\)](#)

**Role:** Modern Apprentice  
**Company:** East Lothian Works  
**Location:** Haddington

Rate of Pay

Under 18 years:	£4.62 per hour	18-20 years:	£6.56 per hour
21-22 years plus:	£8.36 per hour	23 years plus:	£8.91 per hour

Days/Hours of Work Mon-Fri, 09.00-17.00

18 months fixed term

To start asap

*As part of East Lothian Council's 'Support for Employability' commitment to promote youth opportunities in the County, this post is open to those who are aged 16 – 19 and reside in East Lothian. (For those who are disabled or care-experienced, this is extended up to and including age 29). You will be asked to confirm you meet this criteria when you complete the application form.*

There will be ongoing support from an external training provider to achieve the SVQ Level 3 in Business Administration. The duration of the apprenticeship will be for a fixed term 18 month period.

*Duties:*

You will provide reception and administrative support. With good interpersonal skills, you will be flexible, a team player, confident and able to converse with members of the public. Daily duties will include answering the telephone, meeting the public and visitors face to face, making room bookings, photocopying, word processing and a variety of general office tasks.

Training in the use of specialist software packages will be provided, however a basic knowledge and ability to use Microsoft Office packages is desirable.

You must provide evidence of competency in literacy and numeracy skills (minimum of three standard grades level 3 passes or National 4's including English and Mathematics).

*Job Details*

To undertake a Modern Apprenticeship Business Administration Level 3 and provide an efficient and effective clerical support to East Lothian Works.

Please download the Job Outline/Person Specification (available under 'Related Documents') for the full range of tasks and duties associated with this job.

The '[East Lothian Way](#)' – values and behaviours we expect our employees to demonstrate in their everyday work. Should you be invited to interview, you may be asked questions based on these behaviours. Please refer to the document via the link to familiarise yourself with them.

*Relevant Qualifications*

3 x National 4/5's or 3 x Standard Grades at General or Credit Level including Maths and English.

*Disclosure*

The preferred candidate for this position will be subject to a Basic Disclosure provided by Disclosure Scotland prior to a formal offer of employment being made by East Lothian Council.

[Modern Apprentice - Council Support - | East Lothian Council | myjobscotland](#)

**Contact:**

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