

Personal Assistant to General Manager and Head Trustee

Personal Assistant to Sarah Troughton (Head Trustee)

- Maintain and update SHT's Contacts database on access and print or provide updates on memory stick as requested
- Typing support
- Photocopying, laminating, faxing, witness documents, etc as requested
- Produce invitations, posters, postcards as instructed
- Assist with email invitations for Highlanders weekend and Horse Trials
- Provide family address labels as requested
- Monitor and supply headed paper
- Any other miscellaneous requests
- Occasional admin support for Jamie Troughton

Personal Assistant to Andrew BruceWootton (General Manager)

- Set up all meetings requested and reserve meeting rooms as required
- Typing support
- Maintain bring up system
- Maintain copy letters for GM system
- Organise flights/train tickets/hotel accommodation as and when required
- Organise training sessions / IIP Audits / health and safety audits
- Issue all sporting bookings
- Maintain sporting client's database
- Complete visitor firearm permit applications
- Annual admin for Dowally fishing syndicate members (Feb/Mar) and keep the database up to date.
- Minute quarterly HOD meetings
- Photocopying, laminating, faxing, witness documents, etc as requested
- Update Induction pack for new starts annually – (January)
- Maintain filing system and archive as required
- Filing – correspondences, leases, sales documents, etc
- Produce and circulate monthly staff news bulletin
- Monitor staff start dates, alert GM and order vouchers
- HR admin support as and when required
- Special projects support as required (For example Long Service awards evening admin)

Highland Lodges Administrator

- Deal with all enquiries by phone or email for lodges
- record all bookings and provisional bookings on network diary
- Update website availability as and when bookings come in
- Put all confirmed bookings on to Gamma
- Request invoice from accounts when booking confirmed
- Email or post guest booking agreement, invoice, and lodge documents on booking
- Provide copy of confirmed booking agreement to relevant housekeeper
- Process credit card payments and give copy of receipt to accounts

- Monitor booking diaries and ensure they are kept up to date
- Keep website pages up to date and update special offers weekly
- Contact marketing for support when needed
- Update group accommodation / Airbnb (Convalloch) and Scotts Castle Holidays with availability weekly or as bookings come in
- Distribute network diaries monthly to housekeepers
- Support housekeepers finding staff when required
- Order lodge gifts monthly from the castle shop
- Organise good housekeeping deposit refunds monthly by cheque or card
- Prepare monthly occupancy report
- Send out relevant lodge information to the following months lodge guests
- Check any lodge debts monthly and chase up any payments outstanding
- Arrange housekeepers' meetings, minute meeting, distribute minutes, monitor action points (usually annually)
- Organise annual lodge visits with SHT, minute the actions and follow them up
- Order any lodge supplies, furniture, equipment, BBQ's, etc for lodges as and when required.
- Liaise with Keith or Birgit when maintenance jobs are reported
- Update guest information book annually and send out updates as and when required.
- Update the lodge fishing packs annually
- Set up new lodge rates sheet annually, put on website and update agencies and other web pages lodges are advertised.
- Provide housekeepers with up to date sales literature, estate newsletters, activity and castle brochures etc
- Send out laminated monthly What's On posters for display in each lodge
- Participate in sales, gamma or web training as and when

Land Rover Safaris / Tractor / Farm Tour Administrator

- Deal with all enquiries for scheduled and private land rover safaris, tractor tours and specialist farm tours
- Put all confirmed bookings on Gamma
- Process payments using Gamma and copy of receipt to accounts
- Email all customers receipt / invoice and confirmation details
- Set up scheduled land rover safaris and tractor tours on Gamma annually
- Ensure pricing is correct on Gamma annually
- All scheduled tours and private tours to be put on google calendar, update as and when bookings come in
- Liaise as required with Sandy/Ranger on numbers booked for scheduled safaris and requests for private safaris
- Book off Land Rover in Ella's Outlook diary for scheduled LR safaris and for private tours as required
- Organise picnics with the castle restaurant when requested
- Include monthly figures on monthly report
- Keep safari and tractor tour web pages up to date
- Organise annual activity meeting to discuss next year's schedule
- Assist with Gamma training for new staff when requested

Trekking Administrator

- Deal with all trekking enquires by phone and email
- Take rider details - heights and weights, riding experience etc on booking
- Process all bookings on gamma
- Take payment on booking and give copy of receipt to accounts
- Email confirmation details to the customer after booking
- Fill out rider form and email to trek leader (Debbie) for all bookings
- Keep trekking web page up to date including adding any special offers
- Include monthly figures in monthly report (April-July)

Estate Office – General Admin

- Post - frank mail daily, record in postage book, ensure current postal rates displayed, maintain supply of stamps in postage tin, assist others with correct mail procedures, maintain stock of labels and ink for franking machine
- Stationery – monitor and order letterhead paper (annually)
- Fax – distribute incoming faxes, monitor and order supplies for fax machine
- File copy letters – distribute folder weekly to estate office HOD's
- Estate Office Letter Book – copy of all letters to be filed into the letter book
- Produce, distribute and monitor Activities-Events-Products Manual (March)
- Assist Ella with the newsletter mail shot (twice a year)

Atholl Highlanders Administrator

- Maintain and update existing Atholl Highlanders excel database
- Update Nominal Role as requested
- Hold and monitor AH headed stationery
- Filing
- Liaise and book flights for the Duke for the Highlander's weekend if required
- Book meeting room and lunch for council meetings