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**Inventory, Customer Service & Events Administrator**

**Full time (37.5 hours over 5 days per week, Monday-Sunday)**

Based at Highland Park Distillery/Albert Street, Kirkwall, Orkney.

* Salary £28000- £35000
* 37 days holiday, plus 4 Giving More volunteer days
* Save for retirement and invest in your future - pension contributions (employee up to 8.75%, employer up to 14%)
* Share in our success with up to 10% Share Reward scheme (subject to eligibility)
* Private medical insurance that covers the cost of private healthcare and includes round the clock access to GP services and menopause health line
* 24/7 support for you and your loved ones to counselling, life coaching and information on financial, mental, and physical wellbeing
* Experience our exceptional brands with a generous annual product allowance, plus at least 20% discount in our staff shop
* Embrace work-life harmony with 26 weeks’ paid maternity, paternity and adoption leave, and up to five paid carers leave days a year

**Embrace Excellence**

We are excited to offer the opportunity to join our team on a permanent, full-time basis in the brand-new position of Inventory, Customer Service & Events Administrator. Based primarily at the Highland Park Distillery, this is a varied and exciting role acting as primary contact for all guest, internal customer and event enquiries, ensuring a first-class service prior to experience delivery. In addition, this role is responsible for the administration of our stock and finance functions.

**Make an Impact**

Reporting to the Visitor Experience Manager, key responsibilities include:

* Act as first point of contact for all guest and internal customer experiences and event enquiries received via email, telephone, internal colleagues and other company systems
* Manage diary bookings
* Assist in organisation of Edrington colleague and customer visits
* Respond to customer email reviews and requests
* Administration of till system
* Manage day to day product inventories including ordering and accounting for stock
* Oversee daily recording of sales and banking and act as main financial point of contact for Orkney team
* Represent Highland Park at consumer events and shows

**Your Talent and Skills**

To be successful in this role, you have the highest standards of customer service and care with excellent attention to detail, you are a good collaborator and communicator, you work well under pressure and are able to prioritise a varied workload. You hold a positive, ‘can do’ attitude and take an enthusiastic approach. A full, clean driving license is required as there may be occasional driving duties.

**For more details on the role and to make an application, please visit our careers page -**

https://careers.edrington.com/

**Applications close 28th September 2025 at midnight and interviews will take place shortly thereafter.**