

CANDIDATE PACK

BEN LOMOND DISTILLERY
Brand Home Manager



We are an independent distiller, blender, and producer of some of the finest and rarest scotch whiskies in the world, as well as a growing portfolio of other premium and super premium spirits and champagne.

Our heritage is amongst the oldest in our industry.



Since 1772...

The Loch Lomond Distillery Company has a history that goes back to at least 1772, with the founding of the Littlemill Distillery.

In 1814, the original site of the Loch Lomond Distillery was established near Tarbet towards the northwest end of Loch Lomond. In 1832, the Glen Scotia Distillery was founded in Campbeltown and is one of only three distilleries remaining in Campbeltown from that era.

Our portfolio includes a full range of award-winning Loch Lomond single malts and several high-quality, award-winning blends. Our Glen Scotia whiskies were recognised at the 2021 San Francisco World Spirits Competition, with Glen Scotia 25-year-old awarded 'Best in Show', the overall winner of the competition, and therefore, the best whisky in the world. Our super-premium Littlemill Single Malt whisky is developing a growing international reputation and is recognised in the top tier of ultra-premium whiskies. Our portfolio has grown with the introduction of Spearhead Single Grain Whisky, Ben Lomond Gin, and Champagne PIAFF.

As our international presence continues to grow, we are delighted to be involved in several high-profile partnerships, including with the R&A for The Open Golf Championship, the Scottish Professional Football League and the Super League Rugby. Our production spans sites across Scotland, operating with Loch Lomond malt and grain distilleries at Alexandria in Dunbartonshire, Glen Scotia Distillery in Campbeltown, Argyll, and our own bottling plant in Catrine, Ayrshire. We have demonstrated a history of continual innovation and development of production capabilities to enable a degree of self-sufficiency unmatched in the industry.

Col-Mehr

COLIN MATTHEWS, CEO LOCH LOMOND GROUP



LAUNCHED IN 2020.

Steadily growing around the world since 2020.

One of the world's Top 5 gins as voted by the San Francisco World Spirits Competition 2024.

Named after it's namesake mountain...
Ben Lomond a brand with adventure at it's heart...



Ben Lomond Gin ~ Adventure at the heart of the brand...

Before Ben Lomond was a gin, it was a mountain. But more than a mountain, it was a meeting point.

A place where east met west, and land met sky.

Derived from the Celtic word 'Lumon', Ben Lomond translates to 'Beacon Mountain'.

Historically a burning fire atop would have guided people from the four corners of Scotland and beyond. Those curious enough to make it to the summit will have been rewarded; unlocking views of further adventure.

This sense of adventure is what we channel in our gin. Our beacon will guide you so far, but beyond that is the freedom to drink wherever and however you choose; be that somewhere familiar with a classic or off grid with something new, there are no wrong routes.

Look around, be inspired. All paths are there to be trodden.

So, fill your glass and journey on.

BEN LOMOND GAVE US AN ADVENTUROUS SPIRIT.
WE BOTTLED IT.



Ben Lomond Gin ~ Adventure in its flavours...



Adventure in its inspiration...

THE BASE BOTANICALS

Juniper ~ Piney, Fresh, Citrus & Spice
Coriander Seed ~ Spice & Citrus
Cassia Bark ~ Spice & Length
Angelica Root ~ Earthy Bitterness
Liquorice ~ Sweet & Woody

Orris Root ~ Floral & Harmonising

FLAVOUR ELEVATORS

Whole Oranges ~ Bold Citrus

Rose Petals ~ Floral Aromas & Complexity

Rowan Berries ~ Crisp Bitterness

Szechuan Pepper ~ Spice & Heat

Blackcurrants ~ Juicy Berry Sweetness



Adventure in its activation...

Journal of Adventurous Serves ~ *The Proposition*.

At the heart of our brand lies the desire to feed the adventurous spirit found within all of us.

The Journal of Adventurous Serves is our owned platform that bring to life tales of adventurous spirit across all walks of life – including high-profile athletes, chiefs and creatives. The stories of the places, people and passions that shaped their unique journey are used as the inspiration behind their very own adventurous serves.

The digital and PR focussed comms platform is intended to build relations with a diverse mix of ambassadors – and their communities – whilst giving drinkers adventurous new ways to engage with Ben Lomond.

The next evolution will see us strengthen the campaign identity and create a physical journal too drive further advocacy amongst key media, trade and consumers.





Ben Lomond Gin and an adventurous set of partners...

The Open & AIG Womens Open

40 miles south of the summit of Ben Lomond lies another significant Scottish meeting point, a small cairn on the west side of Prestwick Golf Course, that signifies the spot where the first ever Open tee shot was struck.

A place where the pioneers of modern golf began to dream of a tournament 'open' to the world, where people would venture from far-flung continents to compete for the ultimate prize in golf.

For more than 150 years the world's best players have braved the unrelenting challenges of links golf at The Open, using their skill, guile and perseverance to master some of the greatest, most naturally stunning courses in the world.

As The Official Gin of the Open, we raise a glass to these pioneers, brave competitors, champion golfers, and their undeniable adventurous spirit that binds them together.





Now we're looking for an adventurous soul to run our new brand experience and visitor centre.



Our location...

The picturesque conservation village of Luss sits on the western shore of Loch Lomond just off the A82, it's a 15 min drive north from the Loch Lomond Distillery and about 10 miles south of Tarbet. Occupation of this area dates back to medieval times, but much of the village you see today was created in the 18th and 19th centuries to house workers from the nearby slate quarries.

Port

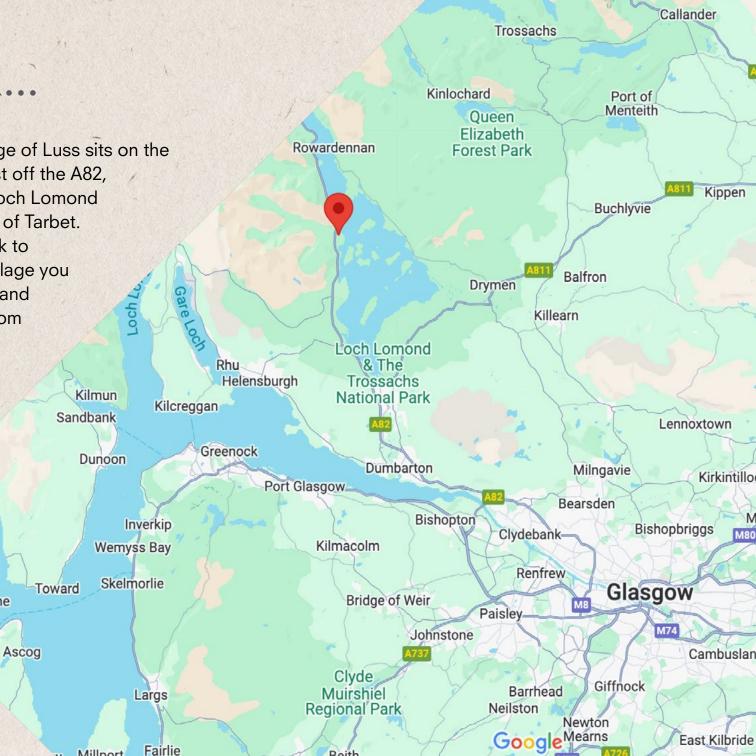
Bannatyne

Bute

No visit to Luss is complete without taking in the view from the end of the pier with Ben Lomond standing proudly over Loch Lomond.

Discover Luss...

- **♦** About
- Map



JOB TITLE:

Brand Home Manager

Ben Lomond Gin Distillery Visitor Centre



LOCATION

Luss, Loch Lomond Company, Loch Lomond Group.

OVERVIEW

We are seeking a driven and experienced Brand Home Manager to lead the operations and strategic growth of the Ben Lomond Gin Distillery Visitor Centre. This senior role is responsible for overseeing the visitor experience, driving business growth, and ensuring the successful day-to-day running of the site. The Brand Home Manager will play a key role in shaping the centre's future through strategic leadership, managing the Business Development & Marketing Manager to implement effective marketing and business strategies that increase visitor traffic and revenue.

The ideal candidate will have a strong background in managing customer-facing environments, with expertise in business development, team leadership, and operational management.

Key responsibilities



BUSINESS AND REVENUE GROWTH:

Drive overall growth strategy for the visitor centre, ensuring that all business development efforts contribute to increased footfall, visitor engagement, and revenue growth.

Develop strategic plans to target new customer segments, including local and international visitors, and manage the Business Development & Marketing Manager to execute marketing campaigns.

Oversee partnerships with local tourism boards, travel operators, and other stakeholders to enhance visibility and drive group bookings.

Actively seek opportunities to introduce new revenue streams, such as events, exclusive experiences, and product launches. Monitor sales performance and identify opportunities to enhance profitability through product mix, retail offerings, and premium experiences.

OPERATIONAL LEADERSHIP:

Lead the day-to-day management of the visitor centre, ensuring that all operations, from tours to retail, run smoothly and efficiently.

Oversee staff scheduling, inventory control, health & safety compliance, and customer service, ensuring a seamless visitor experience.

Ensure operational budgets are managed effectively, with a focus on cost control and achieving financial targets.

Key responsibilities cont'd.



TEAM LEADERSHIP & DEVELOPMENT:

Lead, mentor, and develop a dedicated team, instilling a culture of high performance, customer service excellence, and brand representation.

Manage recruitment, training, and development programs to ensure staff are fully equipped to deliver exceptional visitor experiences.

Conduct regular performance evaluations, fostering professional growth and team motivation.

VISITOR EXPERIENCE:

Ensure that all visitors enjoy an exceptional, memorable experience through engaging and educational tours about gin production and the Ben Lomond brand.

Innovate and develop new visitor experiences, events, and promotions to enhance guest engagement and drive repeat visits.

Handle customer feedback and complaints with professionalism, ensuring timely and effective resolution.

Key responsibilities cont'd.



STAKEHOLDER & PARTNERSHIP MANAGEMENT:

Build and maintain strong relationships with local businesses, tourism boards, and industry partners to support growth initiatives.

Represent the visitor centre at external events, networking with industry stakeholders to attract group bookings and tourism partnerships.

Work closely with the Loch Lomond Group brand and sales teams to ensure alignment with the company's overall vision and objectives.

REPORTING & PERFORMANCE ANALYSIS:

Regularly report on key performance indicators, including visitor numbers, sales revenue, customer satisfaction, and marketing performance.

Analyse business trends and customer feedback to identify areas for improvement and new opportunities for growth.

Skills & Experience

Proven experience in a senior management role within the hospitality, retail, or tourism sectors, with a focus on business growth and operational leadership.

Strong track record in driving revenue growth and building partnerships that deliver results.

Leadership skills with the ability to inspire, motivate, and manage a team.

Financial acumen, including budget management and cost control.

Excellent communication skills, with the ability to effectively convey the brand story and deliver an exceptional visitor experience.

Qualifications

Minimum of 3-5 years of experience in a senior role within the spirits, hospitality, or tourism industries.



Terms & Conditions

- Salary £50,000 £60,000 p.a. dependent on experience
- Discretionary Bonus Entitlement of 15%
- Location Based at the distillery in Luss
- Hours Full time (37.5hrs / week), permanent (including weekend working)
- 3 months notice

Benefits

- 34 days annual leave (inclusive of statutory holidays)
- Matched company pension contribution of 5%
- Life Assurance
- Access to Electric Car Scheme
- Westfield Health & Awards Scheme



How to apply...

For further information or to arrange a confidential discussion about the vacancy, please call Sally Rae at Eden Scott.

Email. sally.rae@edenscott.com

Telephone. 0131 550 1138

Closing date for applications is 5pm on Friday 22nd November 2024.







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