

<b>Role:</b> Visitor Services Assistant – Retail (goods-in)	<b>Region / Department:</b> Highlands and Islands
<b>Reports to:</b> Visitor Services Manager	<b>Pay Grade:</b> Pay Band 2 Lower, £24,960 pro-rata, per annum (£12 per hour)
<b>Location:</b> Culloden Battlefield Visitor Centre Cluster	<b>Type of Contract:</b> Fixed Term (March to October), 40hours per week, including weekend working.

## **JOB PURPOSE**

Culloden Battlefield is an iconic historic site within the heritage and tourism sectors enjoying a high national and international reputation as shown by the 80% of visitors who visit the site from overseas. Culloden Battlefield & Visitor Centre, which has museum accreditation status, houses an important historic collection.

As a member of the Retail team you are on the front line delivering the income that allows the National Trust for Scotland to look after Culloden Battlefield. Your role will support the retail team in receiving and processing stock deliveries, ensuring all deliveries are processed in a timely manner, safely and with attention to detail to ensure accuracy.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

To ensure Culloden Battlefield Gift shop goods are received and orders processed correctly, duties including but not limited to:

- Manual handling of boxes.
- The correct utilization of the Trust EPOS and Midas Systems; accurate barcoding of stock.
- Managing paperwork and reporting any discrepancies to Visitor Services Manager Retail.
- Ensuring a neat and organised warehouse is maintained.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed.
- Working with the team to ensure accurate stock management.
- Be able to take responsibility for your own development and learning.
- Have a flexible approach to working hours and days including working weekend and Bank Holidays as required.
- To work across departments when necessary, supporting the wider Culloden Cluster team
- Adhering to the property's quality standards including wearing of uniform.
- To adhere to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).
- The current duties of this job do not require criminal records (Disclosure Scotland) check to be carried out.

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Experience**

## Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible/adaptable at work when required.
- Previous experience of a similar goods-in environment, preferably within a retail background
- Genuine belief in the value of good customer service.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.

## **DIMENSIONS AND SCOPE OF JOB**

### People Management

- ♦ This role involves working with colleagues and members of the public of all ages and abilities daily

### Tools / equipment / systems

- ♦ Use of computer systems to a high standard.
- ♦ This role will involve manual handling.
- ♦ Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety)

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

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## Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by Sunday January 26<sup>th</sup> 2025.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"