

Role: Administration Assistant	Region / Department: South & West Heritage Properties
Reports to: Operations Manager	Pay Band: G2U £26,757 - £28,252 pro rata
Location: Robert Burns Birthplace Museum, Alloway, KA7 4PQ	Type of Contract: Part-Time, Fixed Term 3 months until November 2025. 3 Days, 24 Hours Per Week.

JOB PURPOSE

This is an exciting and interesting role which contributes to the smooth and efficient running of the Robert Burns Birthplace Museum, one of the National Trust for Scotland's busiest visitor attractions. The Burns cluster also includes 2 seasonal properties – the Bachelors Club and Souter Johnnies Cottage for which administrative support is also required.

Through the provision of administrative support and excellent customer service, you will act as the first point of contact for internal and external enquiries, play a key role in team communications and coordinate many other property processes and systems.

The role requires positivity, flexibility, strong organisational skills and attention to detail, with responsibilities covering finance and public-facing activities.

This is a part-time job share role, 24 hrs per week, 3 days from 7, usually Tuesday, Wednesday and Thursday although some flexibility may be required as determined by the needs of the business.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Coordinate income reporting and cash-handling processes for Robert Burns Birthplace Museum, including weekly sales and visitor statistic recording, and the reconciliation of tills and petty cash, plus additional monthly and year-end activities, providing assistance as and when required for the other 2 properties. This will include being a key holder for the main property safe.
- Become a super-user of the Trust's online finance management and purchase order/invoice system, providing ongoing support and advice to other team members and liaising with the NTS finance team to investigate issues as they arise.
- Contribute to clear internal communication and team cohesion across the properties by sharing important messages, news and policy updates, as requested, through a variety of channels, including emails, shared calendars, staff notice boards, and arranging and recording team meetings/action points.

- Provide excellent customer service as the first point of contact for enquiries and correspondence from colleagues, visitors, tenants, local community, partners and suppliers via mail, email, telephone, social media and other online platforms.
- Be responsible for managing the booking system providing daily communication to all stakeholders of the various bookings.
- Actively promote RBBM as a destination and support event, travel trade and venue hire activities – including the set-up of online bookings via Eventbrite, and email. Assist in the coordination of events on site.
- Manage school enquiries and bookings, organising itineraries, providing information and co-ordinating guides.
- Work closely with the Operations Manager and the property group leadership team on establishing and maintaining strong, consistent administrative routines – from enforcing office housekeeping standards to the replenishment of supplies like stationery, first aid kit and uniforms.
- Assist with gathering photo and story content for marketing purposes, and ensuring our on-site information posters and resources are kept up to date.
- Oversee the property's electronic and paper filing systems and archives to ensure they are organised, easy to navigate and meet the requirements of data protection legislation (GDPR) and the Trust's data retention policy.
- Support the Facilities Manager in tracking compliance, arranging contractors and managing purchase orders for payment.
- Support the cyclical update of property health & safety systems, including notifying team of risk assessment review dates and compliance record-keeping.
- Support VSM's with compliance record keeping for all property buildings.
- Offer a flexible administrative service to all managers and their teams as required.
- Provide duty management cover when required.
- Located at the Robert Burns Birthplace Museum in Alloway, the role will require travel to other sites as and when business dictates.
- Provide relief cover for food & beverage, retail and reception desks.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Formal qualification or relevant experience in business administration
- Confident user of Microsoft software (eg. Word, Excel and Outlook) and familiarity with online organizational management systems (eg. HR and finance packages)
- Passion for internal and external customer service
- Warm and professional telephone manner and written communication skills
- Strong numeracy skills and attention to detail
- Proficient multi-tasker, with organised approach to time management and workload prioritisation
- Current driving license

Desirable

- Familiar with social media post creation
- Experience of health and safety within the workplace
- Experience of working or volunteering within the tourism, heritage or conservation sector

DIMENSIONS AND SCOPE OF JOB

- Our administrator is often the first point of contact for a large volume and diverse type of enquiries.
- In addition to independent visitors, the museum is a popular destination for travel trade tour operators
- The post-holder will work frequently with property employee and volunteer colleagues in visitor welcome, retail, catering, cleaning and maintenance teams – as well as regional and HQ colleagues in finance, events and administration.

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.

How to Apply

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 by Sunday 10th August 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, "Admin Assistant - RBBM"