

Role: Visitor Services Assistant	Region / Department: South & West
Reports to: Visitor Services Supervisor (VSS)	Pay Grade: Grade 1 - £27,976 pro-rata, per annum
Location: Ben Lomond	Type of Contract: Fixed Term (01/04/26 – 31/10/26) 8 hours per week
COST CENTRE: 3BEL <i>Please note this must be provided in order for the People Team to correctly allocate this role to the relevant cost centre. This is not done via the new start form, but this job description.</i>	ACTIVITY CODE (e.g.: VSZ): HCZ <i>Please note this This is to allow the system (COREHR) to allocate the salary to the correct centre.</i>

JOB PURPOSE

This job exists in order to assist with housekeeping work in the Ben Lomond Bunkhouse to ensure a good standard of cleanliness and welcome is maintained for all guests. This work directly supports the conservation work on the Ben Lomond property as the bunkhouse accommodates volunteers and specialist staff at times, and all commercial income raised goes directly back into the management and conservation budget for Ben Lomond.

The job will require provision of a housekeeping and guest welcoming service for an average of 12 hours per week over a period of 10 weeks. The configuration of time input is proposed at 4 hours per day over 3 days in each week but may need to change at times depending on work requirements and integration with other staff.

The bunkhouse is part of the Ardess Lodge building which also houses the main ranger service office. Ardess Lodge is situated 700m north of the Rowardennan car park and is the base for all the Trust's management work on Ben Lomond.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To provide a good, consistent standard of housekeeping and cleaning service through:

- Cleaning the bunkhouse to an agreed standard on appointed days, in time for guest arrival
- Liaison with the VSS who manages the bunkhouse and other relevant staff
- On site processing of laundry
- Raising any issues or shortages in cleaning materials promptly

To provide a consistently high level of customer care through:

- Making guests feel welcome on arrival and introducing them to the accommodation including cover of key facilities and health and safety points.
- Taking payment efficiently
- Providing additional information about the area to best ability or referring queries on to other staff
- Having a flexible approach to working hours and days including working on weekends, bank holidays and into evening hours as appropriate.
- Maintaining provision of extras including certain food items, honesty shop stock levels and tea/coffee.

To comply with financial and administration processes through:

- Correct taking and recording of payments and storage of received cash and card receipts.
- Adhere to any instructions and safeguards regarding handling of cash and details relating to other payment types.
- Use of computer based platforms to refer to booking details.

To further support the Ben Lomond property through:

- Stepping into other duties such as general admin support, bookings oversight and management and other duties relevant to the bunkhouse for short periods should this be required.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

No formal qualifications required.

Skills, Experience & Knowledge

Essential

- Sound previous housekeeping experience.
- Clean and current driving license
- Experience of cleaning and presentation of areas open to the public or holiday-rental accommodation
- Personal commitment to high standards of cleanliness
- Personal commitment to excellence in customer care
- Flexible, helpful outlook to customers and colleagues
- Ability to be flexible, in particular to adapt working patterns and tasks to meet day-to-day property needs.
- Computer skills including use of internet based bookings platforms or similar.
- Attentive to detail with an eye for presentation and finish
- Ability to identify health and safety issues, required repairs, damage etc.
- Ensure that all activities undertaken are compliant with the Trust's health and safety Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to carry out a physical job, which will normally include use of vacuums, carpet cleaners, mop and bucket, lifting, fetching and carrying laundry and objects as well as the ascent and descent of both internal and external stairs

Desirable

- An understanding and commitment to the aims and objectives of the National Trust for Scotland

The Purpose, Context, Key Responsibilities, and Person Specification 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.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Department, The National Trust for Scotland, by email via workforus@nts.org.uk, by 1st March 2026

- Please ensure your CV includes your full name and contact details
- The CV file sent to us should be titled with 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"