

Role: Visitor Services Assistant - Admissions	Region: South and West
Reports to: Visitor Services Supervisor	Pay Band: Grade 1 - £27,976 pro-rata per annum
Location: Brodick Castle, Gardens & Country Park, Isle of Arran, KA27 8HY	Type of Contract: Fixed-Term Until October 2026. Various Part-Time Hours Available.
COST CENTRE: 3BRO	ACTIVITY CODE: VSZ

JOB PURPOSE

A Visitor Services Assistant is crucial to our visitors' "first impression" of the property and in establishing and maintaining the Trust's reputation as a guardian of Scotland's heritage and as the organisation that actively wants people to engage with and enjoy the properties it cares for. As you will be working in a customer-facing role, this means you will directly engage with visitors on arrival (and often at departure) so excellence in customer care is paramount, as you will be responsible for ensuring you are providing our Visitors with the best entry options (Memberships, admissions tickets, guidebooks). The Visitor Services Assistant is expected to meet (if not exceed) sales targets for the selling of memberships and Guidebooks. You will also be expected to be knowledgeable and actively engage with our visitors and provide general "tourist information" for the locality and other nearby Trust properties.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To always provide a consistently high standard of visitor care.

Ensuring the site is ready to open, welcoming visitors to the site and processing their admission or catering purchase in a friendly, efficient and knowledgeable manner.

- Welcome visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcome International visitors and aiding with specific needs.
- Welcome groups in an efficient and warm manner.
- Answering visitors' queries about the site, facilities, and the local area.
- Providing information about the site, its history, contents, offers, and merchandise.
- Promoting the National Trust for Scotland brand to include our Membership scheme, events, upselling other properties and any promotional campaigns.
- Being proactive in the selling of Membership and Gift Aid.
- To support the operational needs of the business with occasional cross department working such as guiding and retail.

Visitor Experience and Front of House Duties

- Delivering a high level of customer service
- Sharing important site updates and event information with visitors
- Ticket/membership sales and admissions
- Assisting with Admissions at the Castle Front Desk as required
- A passion for product knowledge and upselling

Membership and Visitor Recording

- Sharing the benefits of our Memberships and finding innovative ways to encourage recruitment
- Accurate recording of visitors and members onto tablets and ensuring devices are well maintained with issues reported promptly

- Always following GDPR guidelines when signing new members and storing paperwork
- Working with the Visitor Services Supervisor and wider team to deliver membership targets and KPI's

Cash Handling and Administration

- Cash Handling and reconciliation including end-of-day administration tasks
- Secure and accurate handling of cash and data in line with Cash handling and GDPR policies and procedures
- Key holding duties, with potential to open/lock up

Communications

- Managing communications – telephone, radio and email and following up on any requests
- Reporting any system issues to the Operations team for rectifying as soon as possible

Safety, Welfare and Site Operations

- Ensuring Health and welfare of staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and risk assessments
- Traffic Management – ensuring vehicles are managed efficiently to prevent queues backing onto the road
- Assist as a fire marshal for the safety of all staff and visitors.

Always maintain excellent standards of site and personal presentation.

- Wearing the correct uniform, name badges, or PPE as required.
- Upkeeping a clean and safe working environment for staff and visitors.
- Reporting all issues of damage, wear and tears, promptly to your Line Manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- No formal educational qualification is required.

Desirable

- Food Safety Level 2 Qualification
- Allergen Awareness (Scotland)
- Relevant CPD/ Foundation qualification

Experience & knowledge

Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, adapt working patterns and tasks to meet day-to-day property needs.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona - warm, welcoming, patient and understanding.
- Genuine belief in the value of good customer service.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise tasks.
- Ability to be proactive and to take the initiative as required.

Desirable

- Demonstrable experience in a customer-facing role or hospitality role, delivering impeccable customer care through excellent interpersonal skills.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- Excellent selling skills – adaptable to customer type and product.

DIMENSIONS AND SCOPE OF JOB

Scale

- The role has a primary working location of the Brodick Castle welcome centre such as the Woodland Café.
- Additional working locations across the estate such as the gardens for functions and events.

People Management

- This role does not line manage any other position.
- This role works collaboratively with Catering, Retail, Events and Visitor Services.

Finance Management

- This role holds no budget responsibilities.
- The role will be responsible for cash handling.

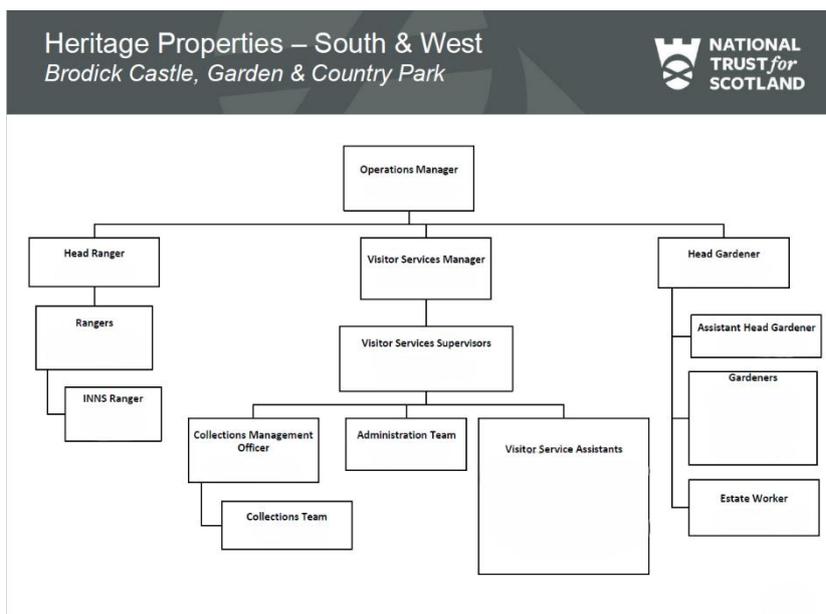
Tools / equipment / systems

- Use of EPOS Systems to process payments and admission.
- Use of digital applications and services for people management and communications.
- Use of catering equipment and machinery.

Example key performance indicators and targets

- Customer Service Score.
- Till Accuracy.
- Product Knowledge.
- Food Safety & Hygiene Compliance.

Place in organisational structure:



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.

How to Apply

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 Saturday 28th February 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 "VSA Admissions – Brodick Castle"