

Role: Visitor Services Assistant – Admissions	Region / Department: South and West
Reports to: Visitor Services Supervisor	Pay Grade: Grade 2 Lower (£12.60 per hour)
Location: Culzean Castle and Country Park, Maybole, KA19 8LE	Type of Contract: Fixed-Term Until 1st November 2026
Posts Available: 1 x 12 hours post (working Wednesdays and Saturdays)	
COST CENTRE: 3CUZ	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

This is a key role to deliver a high-quality visitor experience at Culzean Castle and Country Park (including but not limited to):

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

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

SCOPE OF JOB

People Management

- Will work closely with other property colleagues, and will also have regular contact with specialist advisory colleagues based in other locations and departments (e.g. Visitor Services Manager, Operations Manager and the Central Retail Team)
- Will have regular (daily) interaction with members of the public of all ages and abilities.

Finance Management

- Share Till Reconciliation Duties with other staff.
- To assist the Visitor Services Manager & VSS with accurate stock control procedures (write-off/wastage etc.)

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Experience

Essential

- Genuine belief in the work and values of the NTS and ability to exemplify these
- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Appreciation of basic conservation principles and the need to protect historic artefacts/items from accidental damage
- Ability to be flexible, in adapting to working patterns and tasks to meet day-to-day variations in 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.
- Strong Team player who values collaboration, mutual support and recognising other strengths.
- Excellent selling skills for both memberships and guidebooks.
- Genuine belief in the value of good customer service.
- Careful and accurate execution of membership forms and recording of visitor stats.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.

Desirable

- Historical knowledge of the site and a passion for heritage
- Previous experience or volunteer experience in museum, tourism or conservation sector
- Experience using EPOS
- Experience with cash handling/working with financial data.

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 Friday 6th February 2026.

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, "VSA Admissions - Culzean"