

Role: Visitor Services Assistant	Region / Department: Edinburgh & East
Reports to: Visitor Services Manager	Pay Band: Grade 2 Lower - hourly rate £12.60, £26,208 pro-rata, per annum
Location: Bannockburn, FK7 0LJ	Type of Contract: Various part-time roles available until 23 rd December 2026.
Cost centre: 3BAN	Activity code: VSZ
Application Closing Date: Monday 5 th January 2026	

JOB PURPOSE

This is an exciting and varied role at the Battle of Bannockburn, you'll help us welcome visitors from across the globe and ensure they have an enjoyable, memorable experience here, from the moment they arrive to the moment they leave.

Through warm, engaging, informative interactions, you'll help share stories about this amazing place and build support and understanding for the National Trust for Scotland. You'll also help generate the income that enables our charity to care for this historic site.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To provide a consistently high standard of visitor care at all times

- Welcoming visitors to the site and processing their admission/retail purchases in a friendly and knowledgeable manner.
- Delivering multiple guided tours throughout the day, including the use of audio-visual equipment.
- Developing a strong historical knowledge of the site and wider area.
- Be aware of the team's targets for generating income and aim to achieve and exceed them.
- Actively upsell our retail and membership products and services with excellent product knowledge, tailored to customer preferences.

To maintain excellent standards of site and personal presentation at all times

- General ongoing operational cleaning of all areas as necessary including vacuum cleaning, mopping, sweeping, dusting, and polishing when required.
- Ensuring all day-to-day tasks are completed to a high standard including stock management and retail merchandising.
- Wearing correct uniform, name badges, or PPE as required.
- Reporting all issues of damage and wear and tear, promptly to your Line Manager

Financial Responsibility

- Cash reconciliation duties including start and end of day tasks.

Health and Safety

- Ensuring site meets with Health and Safety legislation in liaison with your department manager.
- Ensuring that visitors vacate the site at close of business and that the site is secured at end of day.
- Using personal protection equipment as provided and directed by your line manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal qualifications required.

Experience

Essential

- Experience in a customer facing role with an ability to demonstrate an excellent front of house persona – warm, welcoming, patient and understanding.
- Excellent communication and interpersonal skills.
- Ability to work within a team or individually, with minimal supervision to a high and safe standard.
- Ability to be flexible, in particular to adapt 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.

Desirable

- Experience in museum, tourism, guiding or equivalent sector.
- Experience of working in a retail environment.
- Experience of working with a variety of audiences including school pupils.
- Experience in storytelling with a passion for Scottish heritage and history.
- Cash handling.

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 their 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 Monday 5th January 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 – Bannockburn."