

<b>Role:</b> Visitor Services Assistant	<b>Region:</b> Highlands & Islands
<b>Reports to:</b> Visitor Services Manager	<b>Pay Grade:</b> 2 Lower, £12.60 per hour (includes 5% Pay Supplement). Pay negotiations are conducted each year with our recognised trade union Prospect, the results of which are implemented from 1 March each year
<b>Location:</b> Corrieshalloch Gorge, Braemore, IV23 2PJ.	<b>Type of Contract:</b> Fixed Term. Variable periods available between March to October 2025. Full Time and Part Time.
<b>Terms and conditions:</b> The post is subject to the standard terms and conditions provided with the application pack. The role includes working weekend on a rota basis and occasional evenings for special events.	

### **PURPOSE OF THE ROLE**

Here at National Trust for Scotland's CORRIESHALLOCH GORGE & National Nature Reserve in the fabulous North West Highlands, we are looking for energetic, cheerful, and engaging individuals to join our amazing welcome team for season 2025. No previous experience is needed, as full training will be provided. We would be interested to hear from people who enjoy interacting and speaking with visitors and making them feel welcome and valued from the minute they arrive until we wish them farewell. This role is vital, allowing us to share our stories, engaging with people and helping provide unique, special experiences and wonderful memories. Based in our beautiful new Gateway to Nature Centre, you'll help us to achieve all our goals with excellent customer service, product knowledge, local information and by taking a pride in Visitor Services presentation with your own dynamic approach to the role. Promoting what we do as National Trust for Scotland, caring and protecting Scotland's heritage and wild places, encouraging visitors to want to be part our story.

Travel between home and work can be achieved using our Trust vehicle if required.

### **KEY RESPONSIBILITIES**

- To provide excellent customer service.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed as instructed.
- To welcome visitors to the property by providing information on the site and facilities.
- Work with the Visitor Services Manager and property team to deliver financial targets and other KPI's.
- Handling cash accurately and processing sales.
- Working closely with the Visitor Services Manager and property team to ensure perpetually high levels of accuracy are maintained for stock inventories.
- To actively drive-up selling opportunities through strong product knowledge and an excellent customer service.
- Working with the Visitor Services Manager and property team to ensure high standards of display, preparation, serving and merchandising.
- To help manage the car park, trails and foot bridge.
- Cash reconciliation duties including end of day and administration tasks.

- Be able to take responsibility for your own development and learning.
- Have a flexible approach to working hours and days including working weekend and Bank Holidays as appropriate.
- To develop a working knowledge of the history/geology/biodiversity of the site and being able to relate that to products.
- To provide consistently excellent customer service when dealing with high volumes of visitors.
- Adhering to the property's quality standards including wearing of uniform.
- Assisting in the general ongoing operational cleaning of all areas as necessary.
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).

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 have regular (daily) interaction with members of the public of all ages and abilities

### Finance Management

- Share till reconciliation duties, as appointed by Visitor Services Manager.
- Assist with stocktaking and goods receipting.

### Tools/equipment and cleaning chemicals

- Will be an occasional user of eco-friendly cleaning materials.
- Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety)

## **REQUIRED SKILLS, EXPERIENCE & KNOWLEDGE**

### Essential:

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, to adapt working patterns and tasks to meet day-to-day variations in visitors, catering and general 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.
- Good interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.

### Desirable:

- Previous Hospitality/tourism/sales/catering experience
- Scottish Gaelic/Additional languages
- Interest in nature and the outdoors

The Key Responsibilities, 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.

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#### Applications

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](mailto:workforus@nts.org.uk), by Sunday 2nd March 2024.

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 "Gardener - Culzean"

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