

<b>Role:</b> Visitor Services Assistant – Food and Beverage	<b>Region / Department:</b> North East, Aberdeenshire South
<b>Reports to:</b> Visitor Services Supervisor	<b>Pay Band:</b> G2 Lower, <b>£12.60 per hour</b>
<b>Location:</b> Crathes Castle, Banchory AB31 5QJ	<b>Type of Contract:</b> Full time, min. 20 h per week/ Part time, min 6 h per week. Both positions with possibility of additional hours during peak times up to 40 h per week. Minimum contract 6 months.
<b>Note:</b> <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply. <b>Available to work Monday – Friday + weekends.</b></i>	

### **JOB PURPOSE**

As a member of our Visitor Services team your job is to give visitors from across the globe a warm welcome to the iconic Crathes Castle, Garden and Estate and help generate the income that enables us to care for the property and other National Trust for Scotland properties.

Visiting our Cafés is an essential part of the visitor experience and the role of the **Visitor Service Assistant – Food & Beverage** is to make it a positive and memorable part of a visitor's day with us.

You will help us maximize sales through excellent customer service and product knowledge, taking pride in store presentation and effective behind-the-scenes processes.

**Previous experience withing café, restaurant, and events operation with Food & Beverage background is desirable.**

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

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

- To maintain excellent standards of site and personal presentation at all times,
- Help with behind-the-scenes tasks to prepare for opening at the start of the day and close-down at the end,
- Ensuring all food and produce is prepared and displayed to a high standard,
- Provide welcoming, responsive, friendly and efficient service tailored to the needs of both individual visitors and tour groups, processing their catering purchases in a knowledgeable manner,
- Providing information about the site, its history, contents, offers and merchandise products,
- Promoting 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.
- Wearing correct uniform, name badges, or PPE as required,
- Reporting all instances of damage and wear and tear issues promptly to your line manager,
- Working in harmony with other departments; Admissions, Retail, Maintenance and site repair employees/contractors.

#### Catering /Retail/Events/Cashier duties

- To ensure good housekeeping of catering kitchens, serveries and back of house areas,
- Ensure that food offerings are consistently served at healthy standards,
- Safely operate appropriate machinery and equipment for assigned tasks,
- To actively upsell products and services to facilitate the visitors' enjoyment,
- To actively feedback visitor comments to line managers to develop and improve offer, service, operations,
- Be aware of the team's targets for generating income and aim to achieve and exceed them,
- Be responsible for accurate and secure till operation and sales processing, supporting the reconciliation of end-of-day takings,
- To work flexibly across sites as needed,
- Report all incidents directly to line manager.

#### **SCOPE OF JOB**

##### **Customer Service**

- Regular interaction with members of the public of all ages and abilities.

##### **Teamwork**

- Regular interaction with employee and volunteer colleagues to share daily tasks and support a smooth visitor operation

##### **Sales, stock and financial processes**

- Help achieve sales targets and membership recruitment targets
- Operate tills and share end of day cash reconciliation duties, as appointed by VSM- Food & Beverage

##### **Tools/equipment and cleaning chemicals**

- Occasional user of cleaning chemicals.
- Expected to become familiar with and comply with the property's Health and Safety policies or 'Safe Systems of Work'

#### **REQUIRED QUALIFICATIONS, 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 and 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.
- Excellent front of house persona - warm, welcoming, patient and understanding.
- Excellent selling skills – adaptable to customer type and product.
- Ability to do basic cooking.
- Genuine belief in the value of good customer service.
- Ability to be proactive and to take the initiative.

##### Desirable:

- **Previous experience withing café, restaurant, and events operation with Food & Beverage background**
- Basic Food Hygiene Qualification
- Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation
- Access to own transport

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

**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.**

### **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**, by Sunday 31<sup>st</sup> of August 2025. 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-F&B Crathes"

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