

Role: Visitor Services Assistant (Functions & Events)	Region/Department: Aberdeenshire South
Reports to: Visitor Services Manager (Functions & Events)	Pay Band/Starting Salary: Grade 2 Lower, £24,960 pro-rata, per annum
Location: Aberdeenshire South, based at Crathes with very occasional working at other sites.	Type of Contract: Varied hours, maximum contract 25 hours per week (additional hours may be available) – possibility of job share.
Application closing date: Sunday 5 th January 2025	

JOB PURPOSE

To maximise our visitors' enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure.

Specifically, to ensure the smooth and safe operations of Functions and Events, with occasional work in Admissions, Retail, and Catering activities making the property the best possible place to visit and work.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- To assist with the set-up, stewarding and break-down of events.
- To assist with hospitality events. Staff may be asked to work through into the night hours.
- To ensure good housekeeping of all event areas, including kitchens, serveries and back of house areas.
- To assist in achieving site retail/catering/events targets and KPI's.
- To ensure that retail merchandising is in accordance with NTS policy.
- To actively upsell products and services to facilitate the visitor's enjoyment.
- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across departments and sites as needed.

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

- Welcoming guests to various events, and facilitating throughout the evening to ensure an enjoyable and memorable event.
- Welcoming visitors to the site and processing their admission/retail or catering purchase in a friendly, efficient and knowledgeable manner.
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcoming International visitors and aiding with specific needs.
- Welcoming groups in an efficient and warm manner.

- Answering visitors' queries about the site, education facilities and the local area.
- Providing information about the site, its history, contents, offers and merchandise.
- 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.

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

- The general ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing when required.
- Ensuring site is ready to open and welcome visitors by the set opening time.
- 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; housekeeping, gardening, grounds maintenance and site repair employees/contractors.

Financial Responsibilities

- To adhere to all financial procedures to include till operation and banking and safeguarding of monies: to implement amendments to standard procedure as instructions may dictate.

Health and Safety

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

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- No formal educational qualification required (but see "Experience" below).

Desirable

- A full, clean driving license for driving in the UK.

Skills, Experience & Knowledge

Essential

- Demonstrable experience in working at events and hospitality functions of various sizes, preferably in a heritage or cultural setting.
- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills.
- Excellent cash handling skills.
- Excellent "front of house" persona – warm, welcoming, patient, understanding.
- Excellent selling skills – adaptable to customer type and product.
- Demonstrable excellent time management skills and the ability to prioritise.

- Flexible, helpful outlook to customers and colleagues.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Living the values of the National Trust for Scotland and encourage colleagues to do the same
 - The ability and willingness to understand others' perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
 - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
 - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
 - A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

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 their 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 5th January 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 "Gardener - Culzean"