

Role: Visitor Services Assistant	Region/Department: South & West
Reports to: Visitor Services Manager (Food & Beverage)	Pay Grade: Grade 1 - £27,976 pro-rata, per annum
Location: Threave Garden & Nature Reserve, Castle Douglas, DG7 1RX	Type of Contract: Permanent, 15 hours per week (3 days)
COST CENTRE: 3THR	ACTIVITY CODE: TRZ
The post is subject to the standard terms and conditions provided with the application pack. The post will be required to work regular weekends to suit the business.	

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 in Food & Beverage activities at Threave Garden & Nature Reserve, making the property the best possible place to visit and work.

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 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

- 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 (where applicable)

- 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.

Food & Beverage duties (where applicable)

- To ensure good housekeeping of kitchens, serveries and back of house areas.
- To ensure that merchandising is in accordance with NTS policy.
- To assist in achieving site catering targets and KPI's.
- 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.

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

- No formal educational qualification 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, in particular to adapt working patterns and tasks to meet day-to-day 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.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative as required.

Desirable:

- Demonstrable experience in a customer-facing role or hospitality role, delivering impeccable customer care through excellent inter-personal skills.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- Excellent selling skills – adaptable to customer type and product.

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 a completed application form to the People Services Department (Applications), The National Trust for Scotland, Hermiston Quay, 5 Cultins Road Edinburgh EH11 4DF, by mail or by email via workforus@nts.org.uk by Sunday 22 February 2026.