

<b>Role:</b> Visitor Services Assistant - Guiding	<b>Region:</b> South and West
<b>Reports to:</b> Visitor Services Supervisor	<b>Pay Band:</b> Grade 1 - £27,976 pro-rata, per annum
<b>Location:</b> Brodick Castle, Gardens & Country Park, Isle of Arran, KA27 8HY	<b>Type of Contract:</b> Fixed-Term Until October 2026, Various Hours Available
<b>COST CENTRE:</b> 3BRO	<b>ACTIVITY CODE:</b> VSZ

## **JOB PURPOSE**

A Visitor Services Assistant is crucial to our visitors' lasting impression of the property and in establishing and maintaining the Trust's reputation as a guardian of Scotland's heritage and as the organisation that actively wants people to engage with and enjoy the properties it cares for. You will ensure the stories of the families who lived at Brodick are told in an engaging and informative manner, as well as information pertaining to the site as a whole. As a guide you will bring our museum accredited collection and interpretation to life.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **Customer Service & Visitor Experience**

- Deliver a consistently high standard of customer service to all visitors.
- Provide confident knowledge of the collection and stories of Brodick Castle
- Actively research independently to inform knowledge growth where appropriate.
- Provide general information to visitors about the wider site, including directions, facilities, opening hours, and key points of interest across Brodick Castle, Gardens and Country Park.
- Support occasional admissions and retail processes.
- Assisting with queue management by working at pace during busy periods to maintain a smooth visitor journey.

### **Membership Engagement & Promotion**

- Share the benefits of membership with ticket holders and actively seek innovative ways to encourage recruitment.
- Actively promote the work of the National Trust for Scotland and the value of membership to existing and potential members.
- Occasionally processing sales of memberships through the tills.

### **Room Guiding and Tour Leading**

- Deliver engaging content relevant to Brodick Castle to a wide range of audiences.
- Ask as a knowledge ambassador sharing the history, collection and wider landscape in an accessible way.
- Adapt tours and interpretation styles to meet the needs and requirement of group dynamics.
- Support the delivery of programmed activities in education sessions and themed tours.
- Support story telling by delivering talks in costumes relating to the stories being told.
- Develop a catalogue of stories of your special interest relevant to Brodick Castle.

### **Health, Safety and Welfare**

- Ensure the health, safety and welfare of staff and visitors by adhering to the Trust's Health, Safety and Environment policies

- Work in line with the properties Risk Assessments and report any hazards, incidents or maintenance issues promptly
- Carry out security duties, including opening and closing of the rooms within the castle, ensuring the space is safe, secure and ready for visitors at the start and end of each day.
- Assist as a fire marshal for the safety of all staff and visitors.

### **Communication and Teamwork**

- Communicating effectively with colleagues, supervisors and managers to support smooth daily operations – via radio/telephone and email
- Contributing to a positive, inclusive team culture
- Participation in educational programmes may require a criminal records (Disclosure Scotland) check to be carried out.

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

### **Qualifications**

#### Essential

- No formal educational qualification is required.

#### Desirable

- A degree in museum or heritage related studies
- Relevant CPD/ Foundation qualification

### **Experience & knowledge**

#### Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, 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.
- A genuine desire to learn about lived heritage of Brodick Castle's families.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise tasks.
- Ability to be proactive and to take the initiative as required.

#### Desirable

- Experience in EPOS style till operation.
- Experience in leading groups of visitors
- Experience in theatrical story telling.
- Experience working in a heritage, cultural or visitor-attraction environment.

## **DIMENSIONS AND SCOPE OF JOB**

### Scale

- The role has a primary working location of the Brodick Castle.
- Additional working locations across the estate such as the gardens for functions and events.

### People Management

- This role does not line manage any other position.
- This role works collaboratively with Admissions, Catering, Events and Retail.

## Finance Management

- This role holds no budget responsibilities.
- The role will be responsible for cash handling from time to time.

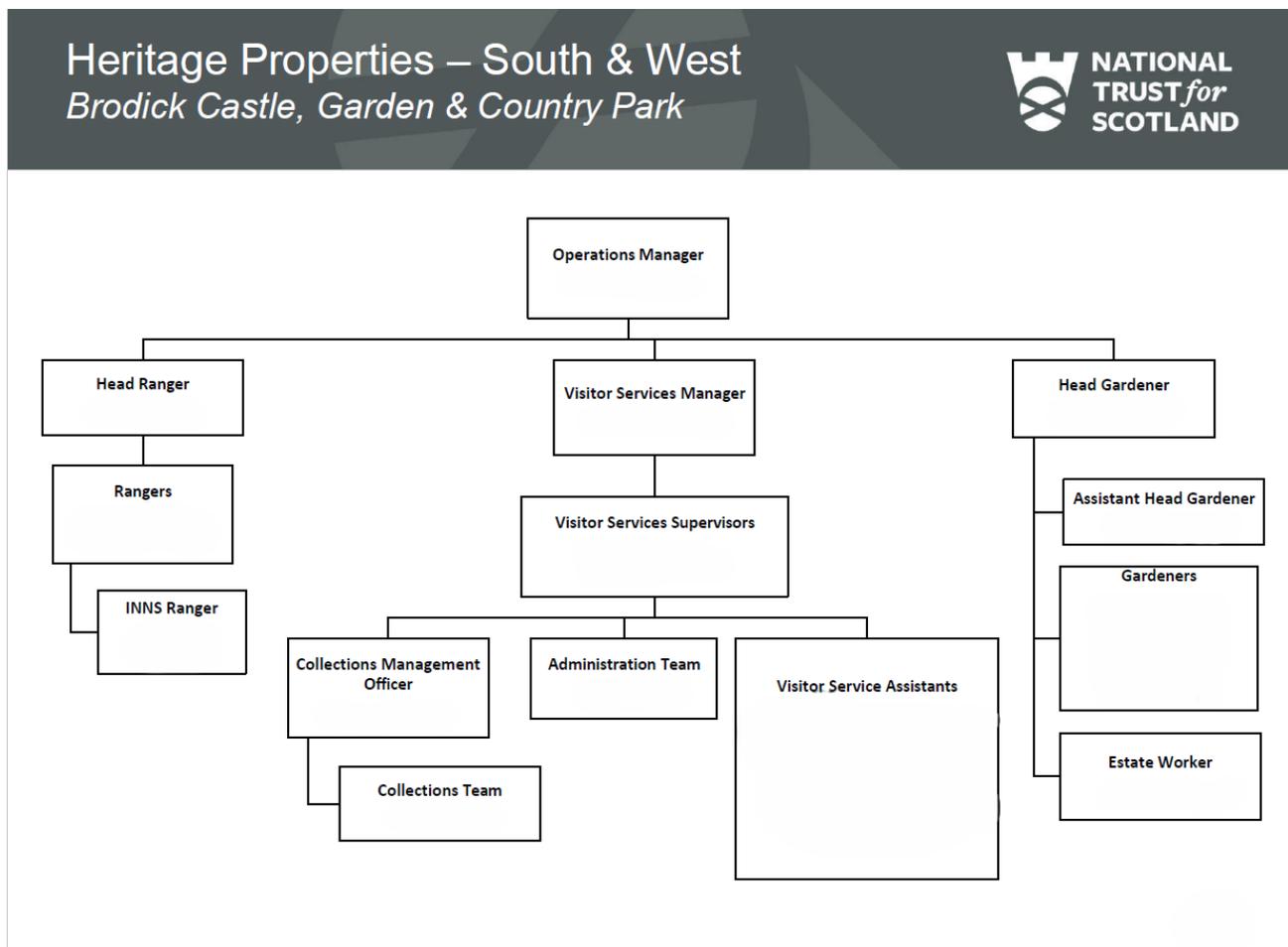
## Tools / equipment / systems

- Use of EPOS Systems to process payments and admission.
- Use of digital applications and services for people management and communications.
- Use of retail equipment and machinery.

## Example key performance indicators and targets

- Customer Service Score from visitor feedback.
- Till Accuracy.
- Historical Knowledge and Accuracy.
- Successful development of tours and talks.

## **Place in organisational structure:**



**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 his/her general abilities.**

## **How to Apply**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Department, The National Trust for Scotland, by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by Saturday 28<sup>th</sup> February 2026.

- Please ensure your CV includes your full name and contact details
- The CV file sent to us should be titled with 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 Guide – Brodick Castle"