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| <b>Role:</b> Visitor Services Assistant - Housekeeping                                            | <b>Region / Department:</b> South and West                                   |
| <b>Reports to:</b> Facilities Manager                                                             | <b>Pay Band:</b> Grade 2 Lower, £26,208 pro-rata, per annum, £12.60 per hour |
| <b>Location:</b> Robert Burns Birthplace Museum, Murdoch's Lone, Alloway, South Ayrshire, KA7 4PQ | <b>Type of Contract:</b> Permanent (20 hours per week)                       |
| <b>COST CENTRE:</b> 3BRN                                                                          | <b>ACTIVITY CODE:</b> PMZ                                                    |

### **JOB PURPOSE**

To clean and maintain Robert Burns Birthplace Museum, to ensure the Museum retains its 5 star Visit Scotland rating and to enhance the visitor experience at the property. The Museum Domestic Assistant should provide an efficient and effective service through high standards of cleaning and maintenance based on the needs of the property all year round, including events and functions.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

The Museum Domestic Assistant is responsible for a wide variety of duties in connection with the cleanliness and maintenance of the property. These duties involve keeping the Museum and other areas of the building and Education Pavilion clean and functional, following best-practice at all times, and maintaining its 5 star Visit Scotland rating. Cleaning and maintenance of the Museum is also key to ensure RBBM achieves its vision of becoming Scotland's must-see visitor attraction, acclaimed internationally and loved locally.

The working days are 5 over 7 and are mainly 5pm-9pm but may vary depending on events and function cleans.

Specific duties include:

- To ensure that a high level of cleanliness is maintained throughout the Museum and education buildings on a daily basis.
- Opening up and securing the Museum building and / or Education Pavilion, including alarm setting, after hours
- Each MDA will be responsible for an area and will be expected to clean to the frequency and standards set out.
- To use cleaning materials appropriately, as instructed and economically; to inform Line Manager when stocks are low.
- To ensure that tools and equipment are in good working order, reporting any faults to Line Manager.
- Wearing correct uniform, name badges, or PPE as required
- General cleaning of surfaces (e.g. window-sills, skirting boards and doors) and the vacuuming/cleaning of floors as appropriate and cleaning of the public areas, offices, meeting

room, retail, café areas, public and staff toilets and entrances to the Museum and other areas as required.

- General maintenance, include things like replacing bulbs, function and event set ups, small DIY repairs.
- All MDAs are also required to contribute to major deep cleaning tasks during certain periods of the years.
- Empty and clean bins and remove waste to designated area, including the separation of waste, i.e. recycling, and any other duties which are in line with the Museum's Green Tourism Award standards
- Report to Line Manager any defects seen which are likely to affect public experience and security.
- The MDA is required to use only approved cleaning materials and in accordance with manufacturers printed instructions and COSHH regulations. Chemicals should never be mixed with other chemicals.
- Ensure Safe Systems of Work and guidelines are implemented effectively within the role.
- The postholder is required to attend the Trust's training programs to maintain and improve on their technical skills.

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

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

### **Qualifications**

No formal educational qualification required.

### **Essential**

- Sound previous housekeeping experience.
- Be flexible to changing demands of the post.
- Be responsible, thorough and methodical.
- Initiative and the ability to work without supervision, but also as part of a team.
- Personal commitment to high standards of cleaning and maintaining a 5 Star Visit Scotland attraction.
- Attentive to detail with an eye for condition, presentation, and finish.
- Must have an appreciation of the importance of the collections at the Robert Burns Birthplace Museum.
- Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland.
- This is a physical job, which will normally include use of ladders, stepladders, working at heights, lifting, fetching and carrying objects.
- Working flexibly in response to the needs to the business, including evening/weekend work and lone working

- 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.

#### Desirable

- Previous cleaning experience in 5 star visitor attractions, Museum, etc.
- Clean and current driving license

**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.**

#### 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 14th September 2025, with interviews being held on the Friday 19<sup>th</sup> September.

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, "Housekeeping – Robert Burns Birthplace Museum".