

Role: Visitor Services Assistant – Outdoor Activities	Region / Department: North East
Reports to: Visitor Services Supervisor	Pay Band: £12.60 per hour, Grade 2 Lower
Location: Crathes Castle, AB31 5QJ	Type of Contract: Part-Time 12 Hours Per Week, Fixed-Term until October 2025.

JOB PURPOSE

We are looking for a motivated and talented, customer-focused individual to join our team at Crathes Castle. This role will focus on facilitating access to the outdoor activities on offer at Crathes, including the woodland playpark and the mini off-roaders, and the right candidate will be able to enthusiastically induct users on these activities and manage the relevant health and safety requirements.

Crathes Castle is a fabulous place for tourists and locals to soak up the atmosphere of old Scotland. Staff should be passionate about delivering outstanding customer experiences to our visitors and guests and able to maximise opportunities to generate income. It's important that Visitor Service Assistants (VSA's) ensure the property and its assets are safe and secure. Furthermore, we're looking for team workers who are also able to use their own initiative and are driven to make a difference.

This role is about creating a 5-star visitor experience and providing outstanding customer service.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

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

- Welcoming visitors and promoting the value of Trust membership.
- Managing access to the woodland playpark.
- Managing the bookings process and inductions to the mini off-roaders.
- Supervising the mini off-roaders to ensure the safety of users and the equipment.
- Handling cash accurately and processing sales.
- Working across departments when necessary, supporting the wider team.
- Working in harmony with all other departments; housekeeping, gardening, grounds maintenance and site repair employees/contractors.
- Adhering to the property's quality standards including wearing of uniform.
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).

SCOPE OF JOB

People Management

- Will have regular (daily) interaction with members of the public of all ages and abilities.

Finance Management

- Share till reconciliation duties, as appointed by Visitor Services Supervisor.

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.
- Excellent selling skills
- 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.

Desirable:

- Basic working knowledge of vehicle maintenance
- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills.
- Demonstrable experience in sales or ticket/event/admissions with experience and confidence undertaking till-work and cash handling/reconciliation.
- 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.

How to Apply

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 3rd 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 Outdoor - Crathes"
