

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

JOB PURPOSE

A Visitor Services Assistant is crucial to our visitors' "first 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 that the Gift Shop is presented to the highest standard and you are knowledgeable about the products sold within the Gift Shop as well as information pertaining to the site as a whole. As you will be working in a customer-facing role, this means you will directly engage with visitors on arrival and departure so excellence in customer care is paramount, as you will be responsible for ensuring you are providing our Visitors with the best entry options (Memberships, admissions tickets, guidebooks). The Visitor Services Assistant is expected to meet (if not exceed) sales targets for the gift shop alongside the selling of memberships and Guidebooks. You will also be expected to be knowledgeable and actively engage with our visitors and provide general "tourist information" for the locality and other nearby Trust properties.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Customer Service & Visitor Experience

- Deliver a consistently high standard of customer service to all visitors.
- Provide confident product knowledge and actively upsell 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 processes including ticket sales.
- 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.
- Processing sales of memberships through the tills.

Cash Handling and Sales Operations

- Carry out accurate cash handling, reconciliation and till procedures.
- Follow all financial controls and procedures as required.
- Housekeeping and Presentation.
- Maintain excellent housekeeping standards at the start and end of each shift, and throughout the day as required.
- Support the Visitor Services Supervisor with creative merchandising, ensuring shop displays are engaging, well-maintained and constantly delivered to the highest standard.

Stock Management

- Complete stock counts accurately and on schedule.
- Support all aspects of stock management, including receipting deliveries and resolving stock discrepancies.
- Ensure stock is replenished promptly and presented neatly but attractively on the shop floor.
- Supporting loss-prevention practices by maintaining awareness of shop activity and following security procedures.

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 retail area, 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
- 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

Essential

- No formal educational qualification is required.

Desirable

- Food Safety Level 2 Qualification
- Allergen Awareness (Scotland)
- 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.
- 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.
- Excellent cash handling skills.
- Excellent selling skills – adaptable to customer type and product.
- 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 Retail Spaces such as the Gift shop.
- 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 Visitor Services.

Finance Management

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

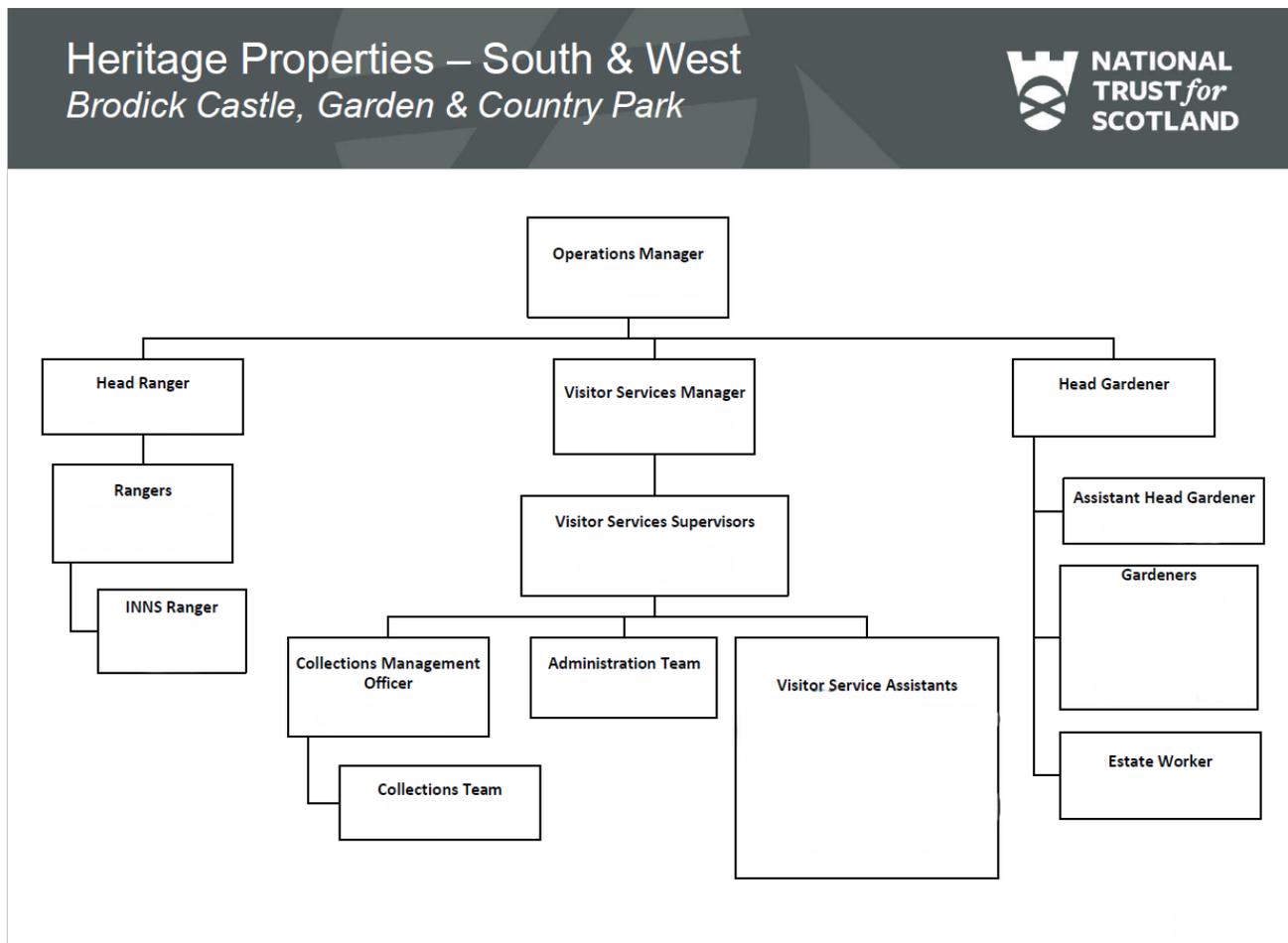
Tools / equipment / systems

- 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.
- Till Accuracy.
- Product Knowledge.
- Food Safety & Hygiene Compliance.

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, by Saturday 28th 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 Retail – Brodick Castle"