

Role: Visitor Services Assistant - Welcome	Region/Department: Highlands and Islands
Reports to: Visitor Services Manager	Pay Band/Starting Salary: Grade 2 Lower - £24,960 Pro Rata £12.00 per hour
Location: Brodie Castle	Type of Contract: Various shifts available and weekend work required. Various end dates.
Application closing date: Sunday 12 th January 2024	

JOB PURPOSE

Here at National Trust for Scotland's beautiful Brodie Castle we are looking for energetic, friendly, and confident individuals to join our amazing welcome team this season. No previous experience is needed, we would just love to hear from people who can interact and chat with our guests and make them feel welcomed and valued from the minute they arrive until we wish them farewell. This role is vital in providing an amazing welcome in all areas of the offer here at Brodie Castle, helping our visitors have a fantastic experience and create wonderful memories.

Based in the Castle, Welcome Centre or Car Park, your role is to make a great day out truly exceptional for our guests. You'll help us maximise all charity income opportunities through excellent customer service, product knowledge and taking a pride in everything we do, as well as inviting visitors to support our work through membership.

This role also includes conducting guided tours of the Castle for groups of up to 25 people. You will shine a light on the fascinating history of the Brodie Family and the Castle they lived in through warm and enthusiastic story telling.

KEY RESPONSIBILITIES

- Provide excellent customer service to all who choose to visit.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed as instructed.
- Welcome customers to the property by providing information on the site and facilities.
- Lead tours of the Castle and Grounds which tell the stories of the past, present and future of Brodie Castle.
- Help manage car park arrivals, process payments and give site orientation
- Work with the Visitor Services Managers and property staff to deliver targets and other KPI's.
- Handling cash accurately and processing sales.
- Working closely with the Visitor Services Manager and property staff to ensure perpetually high levels of accuracy are maintained for stock inventories.
- Actively drive-up selling opportunities through strong product knowledge and an excellent customer service with a strong focus on membership and retail.
- Working with the Visitor Services Manager and property staff to ensure high standards of display, preparation, serving and merchandising at all times.

- Cash reconciliation duties including end of day and administration tasks.
- Be able to take responsibility for your own development and learning.
- Have a flexible approach to working hours and days including working weekend and Bank Holidays as appropriate.
- Work across departments when necessary, supporting the wider Brodie Castle teams.
- Develop a working knowledge of the history of the site and being able to relate that to products.
- Provide consistently excellent customer service when dealing with high volumes of customers.
- Assisting in the general ongoing operational cleaning of all areas as necessary.
- 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).
- Play your part in ensuring that the presentation of all areas is of the highest standards including wearing of uniform.

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

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 Manager.
- Assist Retail with stocktaking and goods receipting.

Tools/equipment and cleaning chemicals

- Will be an occasional user of cleaning chemicals.
- Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety)

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, to adapt working patterns and tasks to meet day-to-day variations in visitors, catering and general 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.
- Good interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.

Desirable:

- Previous tourism or tour guide experience.
- Interest in the work of the NTS.

The Key Responsibilities, 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 their Curriculum Vitae (CV) and a cover letter or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by **Sunday 12th January 2024**. 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 "Gardener - Culzean"