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| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab |  | | 2024 |
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| **Role:** Visitor Services Assistant | | **Region:** Edinburgh & East | | |
| **Reports to:** Visitor Services Manager | | Pay Band: Grade 2 Lower, £24,960 pro-rata, per annum | | |
| **Location:** Branklyn Garden | | **Type of Contract:** Fixed term to 31 October 2024, part time - 32 hours a week | | |
| **Cost Centre:** 3BRG | | **Activity:** TRZ | | |
| **Note**  *The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: A flexible approach to working hours is required particularly during peak season, rotas will include weekend working.* | | | | |
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**JOB PURPOSE**

*As a member of our Visitor Services team your job is to give visitors from across the globe a warm welcome to Perth & Kinross and help generate the income that enables us to care for Branklyn Garden.*

*You will contribute to the smooth and safe running of operations in our Retail & Admissions area by maintaining excellent standards of service, sharing your knowledge about the garden and the products sold in the gift shop and optimising opportunities to generate income including membership sales.*

*Visiting the tearoom is an essential part of the visitor experience and the role of the Visitor Services Assistant is to make it a positive and memorable part of a visitor’s day with us. You’ll help us maximise sales through excellent customer service and product knowledge, taking pride in tearoom presentation and effective behind-the-scenes processes.*

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This role will assist the property team in delivering a high-quality visitor experience at Branklyn Garden (including but not limited to):

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

* Welcoming visitors in the Retail & Admissions area, ensuring they have all the necessary information to make the most of their visit to Branklyn Garden and processing any purchases in a friendly, efficient and knowledgeable manner.
* Assisting in Food & Beverage preparation and service, (including awareness of ingredients / allergens) and stock management.
* Answering any visitor queries about the garden, our retail products or our food & beverage offering.
* Checking visitors are enjoying their experience at Branklyn Garden and enquiring whether all their needs are met.
* Promoting the National Trust for Scotland brand to include our membership scheme, relevant campaigns, events and our places throughout Scotland.

**To maintain excellent standards of site and personal presentation at all times**

* Assist with the general ongoing operational servicing and delivery of visitor and team facilities across all areas of the property.
* Maintain high standards of presentation including gift shop displays and plates of food in the tearoom.
* Ensure the property is ready to accept and welcome visitors / guests by the set operational times.
* Check the property is clear of debris, rubbish etc and that signage is befitting of a Trust property.
* Wear correct uniform, name badge and PPE as required.

# REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

* Baking and food preparation skills.
* Ability to work within a team or independently, with minimal supervision, to a high and safe standard.
* Ability to be flexible and adapt working patterns and tasks to meet day-to-day variations in 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.
* Ability to be proactive and to take the initiative.

Desirable

* Basic Food Hygiene Qualification
* Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation.

**SCOPE OF JOB**

Customer Service

* Regular interaction with members of the public of all ages and abilities, many from overseas and many National Trust for Scotland members.

Teamwork

* Regular interaction with employee and volunteer colleagues to share daily tasks and support a smooth visitor operation.

Sales, stock and financial processes

* Help achieve sales targets and membership recruitment targets.
* Operate tills and share end of day cash reconciliation duties, as appointed by Visitor Services Supervisor / Manager.

Tools/equipment and cleaning chemicals

* Occasional user of cleaning chemicals.
* Expected to become familiar with and comply with the property’s Health and Safety policies or ‘Safe Systems of Work’

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

# 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.

**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, by Sunday 31st March 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"