

Role: Visitor Services Assistant – Admissions & Retail	Region/Department: South & West
Reports to: Visitor Services Supervisor – Retail	Pay Band/Starting Salary: Grade 2 Lower, £24,960 per annum, £12 per hour
Location: Brodick Castle & Country Park	Type of Contract: Seasonal, fixed term to 31 st October, 12 hours per week, varied working pattern.
Cost Centre: 3BRO	Activity code: VSZ
Terms & Conditions: The post is subject to the standard terms and conditions and includes duties during weekends and occasional evenings when required.	

JOB PURPOSE

A visit to the shop is an important part of a trip to Brodick Castle, Garden & Estate, for both tourists and locals. We pride ourselves on our visitors receiving a warm welcome and having a fun and memorable experience. We are looking for friendly, welcoming individuals who can deliver a high-quality visitor experience.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- To provide a consistently high standard of visitor care at all times.
- Welcoming visitors to the site and shop in a warm, friendly, efficient, and knowledgeable manner.
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Equality Act.
- Welcoming large groups in an efficient and warm manner.
- Housekeeping duties in the shop, restocking the shelves, operating the arcade, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing where required.
- Assisting in the day to day running of the shop, checking off received deliveries and putting the stock away.
- Wearing correct uniform, name badges, or PPE as required, maintaining personal presentation.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.
- Working in harmony with other departments; housekeeping, gardening, grounds maintenance and site repair employees/contractors.
- Providing information about the site, its history, contents, offers and merchandise.
- Promoting National Trust for Scotland brand to include our Membership scheme, events, upselling other properties and any promotional campaigns, being proactive in the selling of Membership and Gift Aid.

FINANCE MANAGEMENT

- To adhere to all financial procedures.
- To actively upsell products, services and memberships and guidebooks to facilitate the visitors' enjoyment.

HEALTH & SAFETY

- To actively take part in ensuring site meets with Health and Safety legislation as well as environmental health in liaison with your line manager.
- To ensure that visitors vacate the site at close of business and that the site is secured at end of day.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Experience & Skills

Essential

- Flexible, helpful outlook to customers and colleagues.
- Delivering high standards and a consistently warm welcome within the retail and admissions teams.
- Ability to display a real passion for customer services and needs.
- Ability to be proactive and to take initiative.
- Well-developed time management and organisational skills.
- Understanding of and belief in the work of the National Trust for Scotland.

Desirable

- Demonstrable experience in a customer-facing retail-based role.
- Demonstrable experience in a in a heritage environment.
- Demonstrable experience in sales or ticket/event/admissions with experience and confidence undertaking till-work and cash handling/reconciliation.
- Excellent cash handling skills.

The post-holder will be required to work across the site in admissions and retail and to support other areas of the site when required.

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 21st July 2024. Interviews are likely to take place the week of the 29th of July.

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 – Brodick"