

Role: Visitor Services Assistant (Car Parking/Welcome)	Region / Department: Highlands & Islands
Reports to: Visitor Services Manager (Estates/Welcome)	Pay Grade: Pay Band 2 Lower, £24,960 pro-rata, per annum
Location: Culloden Battlefield Visitor Centre, Inverness	Type of Contract: Fixed Term until October 2024, Various Hours

JOB PURPOSE

As a front-line member of the Culloden team your job is give an amazing welcome and tell the story of this iconic site. You will be responsible for welcoming our visitors to the site and making sure that they are greeted and maintain parking facilities. You will be part of our Visit Scotland 5-star team acting as an ambassador for the site and the National Trust for Scotland.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This role will assist the wider Welcome team to deliver high quality visitor experience at Culloden Battlefield (including but not limited to):

- To provide excellent customer service.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed including responding to customer enquiries, maintaining car park machines, and keeping our facilities clean from litter.
- Working with the Visitor Services Manager (Welcome) and a Visitor Services Manager (Estates) to deliver an excellent visitor experience from arrival to departure.
- Cash handling duties including emptying of car park machines. Ensuring cash is handled accurately.
- To ensure perpetually high levels of accuracy are maintained for all transactions and data recording
- To actively drive-up selling opportunities through strong product knowledge and an excellent customer service to maximise sales of admission tickets, membership and donations.
- Be able to take responsibility for your own development and learning.
- Answer basic questions about operating hours.
- Have a flexible approach to working hours and days including working weekends and Bank Holidays as appropriate.
- To work across departments when necessary, supporting the wider Culloden Cluster team
- To develop a working knowledge of the history of the site and being able to relate that to visitors in a friendly and engaging way.
- To provide consistently excellent customer service when dealing with high volumes of customers.
- Adhering to the property's quality standards including wearing of uniform.
- Ensuring health, safety 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).
- The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Experience

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 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.
- Willingness to work outside in all weather conditions.
- 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

- Previous cash handling experience
- Foreign language skills
- Historical knowledge of the site and area
- Previous experience in museum, tourism or equivalent sector

DIMENSIONS AND SCOPE OF JOB

People Management

- ♦ You will be managed by the Welcome team and Estates Team consisting of a Visitor Services Manager (Welcome) and a Visitor Services Manager (Estates) there are no line management responsibilities for this role, but this role works closely with volunteers and members of the wider site team.
- ♦ This role involves working with members of the public of all ages and abilities on a daily basis.

Finance Management

- ♦ This role will involve cash handling duties as appointed by your line manager.

Tools / equipment / systems

- ♦ There will be the occasional use of cleaning chemicals.
- ♦ This role will involve light manual handling.
- ♦ PPE will be provided for working outside.
- ♦ Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety)

Workplace context

- ♦ This role is primarily based at Culloden but is required to travel occasionally to other locations on Trust business. Note that as the Trust's properties are often in remote or rural locations where public transport may be limited, the ability and confidence to drive in the UK is essential.
- ♦ Culloden Battlefield Visitor Centre includes the visitor centre, Leanach cottage and the battlefield itself.

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 2nd June 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".