**Volunteer Buggy Driver**

Volunteer Role Description

We are looking for enthusiastic volunteers to join our Visitor Services team to help make provide visitors with free transport within the country park. We are looking for someone who is enthusiastic and has a flexible approach to the role and duties. The Buggy Driver must be able to provide excellent customer service to all visitors whilst operating the electric golf buggy (8 seaters) in a safe manner for passengers and pedestrians alike. The role requires a full and current driving license.

**Directorate**:

South West

**Volunteer Manager**:

Visitor Services Manager - Facilities

**Suggested Time Commitment**

Flexible: generally, between 10am and 5pm, we are currently looking for a volunteer to cover a Saturday.

We also require a volunteer buggy driver to help at our 2024 events, mostly after Country Park opening hours however on occasion from 12pm.

**Type of role:**

Ongoing role – From March to October each season.

**About Culzean Castle & Country Park**

Culzean Castle which overlooks the Firth of Clyde, near Maybole, is the former home of the Marquess of Ailsa, the chief of Clan Kennedy, but is now owned by the National Trust for Scotland. The castle itself is perched on the Ayrshire cliffs. It was designed by Robert Adam in the late 18th century and is filled to the turrets with treasures that tell the stories of the people who lived there.

The 260ha estate was once the playground of David Kennedy, 10th Earl of Cassillis – a man who was keen to impress with his wealth and status. Opulent to the extreme, the park is planted with conifers and beech, sculpted around miles of sandy coastline dotted with caves, and finished off with a Swan Pond, an icehouse, flamboyant formal gardens and fruit-filled glasshouses.

**Purpose**

The buggy service is a free service which enables visitors who may have walking difficulties to travel from Home Farm to the Castle. The service will help us to ensure that our visitors of all abilities can access an enjoy Culzean Castle & Country Park.

**Duties**

Preparing the buggies for driving, ensuring that they are well presented and driving them between Home Farm and the Castle. The post is responsible for ensuring the safety of passengers and all other park users. Ensure that the buggy is charged each evening and that all faults etc. are reported to the property office. Deliver an excellent visitor experience for all visitors and promote the property/NTS to all visitors by ensuring that you have a good knowledge of the property, what’s on offer and what we do.

**Support**

Volunteers will be given the necessary training for the role. There may be a requirement to attend further training from time to time.

**Knowledge/Experience/Support/Background**

Driving licence •Good communication •Excellent time keeping skills • A passion for delivering excellent customer service• A hard worker willing to go the extra mile • Interest in the history of Culzean Castle and Country Park & the National Trust for Scotland • Ability to work independently and in a team • Experience in a customer service environment

**Volunteering Policy**

The Trust’s volunteer policy outlines its commitment to the volunteer programme. The Trust values volunteer input and recognises volunteers as partners in the work of the organisation.

**Benefits of Volunteering**

An opportunity to meet other, like minded-people. • Gain skills, knowledge and experience • Join in the social events organised from time to time by the properties and the National Trust for Scotland. • Learn about Scotland’s history and culture. • Volunteer card entitling the holder to free entry to NTS and NT properties, and a 20% discount in NTS shops (after 40 hours volunteering).

**What’s the next step**

You can apply online now for this role through our website application portal or by contacting the Culzean Castle office directly on culzean@nts.org.uk or if you would like some extra information before applying, please contact, Amy-Louise Julyan – Visitor Service Supervisor, Operations and Events, on [aljulyan@nts.org.uk](mailto:aljulyan@nts.org.uk)

**Application close date: 3rd March 2024**

**Last Revision Date: January 2024**