

<b>Role:</b> Visitor Services Assistant – Food & Beverage	<b>Region:</b> Edinburgh & East
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band:</b> Grade 2 Lower, £24,960 pro-rata per annum, £12.00 per hour
<b>Location:</b> Branklyn Garden	<b>Type of Contract:</b> Fixed term to 31 October 2025, various contracted hours available
<b>Cost Centre:</b> 3BRG	<b>Activity:</b> TRZ
<b>Note</b> <i>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.</i>	

### **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.

Primarily you will be working within our kitchen and tearoom areas but will be required to work flexibly across other areas such as Retail & Admissions or Holiday Accommodation should the need arise.

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 food and beverage 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 with Food & Beverage preparation and service including awareness of ingredients / allergens and stock management.
- Ensuring our holiday accommodation is cleaned and prepared to the required standard for the arrival of guests.
- Answering any visitor queries about the garden, our retail products, our food & beverage offering or our holiday accommodation.
- Checking visitors are enjoying their experience at Branklyn Garden and enquiring whether all their needs are being met, passing visitor comments to line managers to develop and improve offer / service.
- 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 food and beverage service.
- Ensure the site is ready to accept and welcome visitors / guests by the set operational times.
- Check the property is clear of debris / waste 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, preferably gained within a commercial environment.
- 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 (Electronic Point of Sale) systems and cash handling/reconciliation.

## **SCOPE OF JOB**

### Customer Service

- Regular interaction with visitors of all ages and abilities, including overseas visitors and members of the National Trust for Scotland.

### 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 EPOS systems and share end of day cash / card reconciliation duties, as appointed by Visitor Services Supervisor / Manager.

### Tools/equipment and cleaning chemicals

- Regular use of kitchen equipment.
- Regular use 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](mailto:workforus@nts.org.uk), by Sunday 9th February 2025.

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"