

Role: Visitor Services Assistant – Estates	Region / Department: Highlands and Islands
Reports to: Visitor Services Manager - Estates	Pay Band: Grade 2 lower, £24,960 per annum
Location: Culloden Battlefield Visitors Centre	Type of Contract: Fixed Term (March – end of October) 40 hours per week including weekend working

JOB PURPOSE

This job is necessary to help the National Trust for Scotland properly care for the cultural landscape and natural heritage of the busy Culloden Battlefield Visitor Centre site, through directly carrying out skilled estate maintenance work, including path maintenance, caring for the conservation grazing herd and scrub clearance. As part of the Culloden Cluster the Estate team also supports Abertarff House, Inverness and Hugh Millers Birthplace Cottage, Cromarty.

The Estates team play a pivotal role ensuring that the Culloden Landscape Management plan is realised and that we ensure safe access for over 300,000 visitors per year.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Ensuring a high standard of health and safety practice is followed while undertaking practical maintenance and conservation at Culloden Battlefield and cluster properties.
 - Ensure you follow all relevant and appropriate Health and Safety Risk Assessments and activity procedures.
 - Complete all relevant Health, Safety and Welfare logs relevant to your work and ensure compliance with COSHH.
 - Assist in delivery of all operations to ensure, where relevant and practical, the property is managed to reduce risk to the visiting public or damage to the property.
 - Have an awareness of specific environmental risks relevant to working on the property, e.g. Lyme's disease.
- Carry out essential estate maintenance to a high standard – this will include:
 - Small scale repairs to fences, benches, gates and other countryside furniture
 - Using and maintaining equipment including all types of tools, brush cutters and woodchippers.
- Day to day care of the conservation grazing herd including cattle and goats.
- Undertaking conservation work while following guidelines and regulations around scheduled monuments and archaeological sites.
- Interacting with visitors at the site to communicate key visitor safety messages and act as a positive ambassador for the site and the NTS.
- Engage with volunteers in a safe and responsible manner helping them to maximize their input to the work needed at the site and their enjoyment of the experience.

- Work across the Culloden Cluster supporting Abertarff House and Hugh Millers as necessary.
- Perform car parking duties when required.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Demonstrable ability to work in all weathers, and to cope with a rigorous working environment.
- Capable of working within a small, dedicated team while also self-motivated, and capable of working with the minimum of direction (though willing to seek appropriate professional advice when necessary).
- Good time management skills with ability to prioritize work.
- Practical knowledge of Health and Safety processes and procedures and the ability to work effectively within these processes.
- Competent IT skills to maintain records, communicate with volunteer groups etc.
- LANTRA tickets for brush cutter, chipper or chainsaw or willingness to train and exercise that training.
- Full clean UK driver's license.

Desirable

- Experience of estate work at a heritage organisation or busy site open to the public.
- Experience or good understanding of working with conservation grazers.
- Experience of working with and coordinating groups of volunteers.
- Experience in fencing, path maintenance and other estate skills.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Towing license.

DIMENSIONS AND SCOPE OF JOB

Scale

- ♦ Culloden Battlefield is one of the Trust's most iconic properties and attracts more than 370,000 visitors per year.
- ♦ The site includes a scheduled ancient monument, and 2 grade A listed historic buildings
- ♦ There is a small conservation grazing herd made up of Highland and Shetland cattle and British primitive goats.

People Management

- The post-holder is not a line manager but will assist in the supervisory role with volunteers.

Finance Management

- No financial management but cash handling when dealing with car parking and car park machines.

Tools / equipment / systems

- ♦ This role frequently uses hand-tools such as spades, pinch-bars, mattocks, and various fencing tools.
- ♦ This role will be required to drive the work vehicle and an ATV, sometimes towing a trailer.
- ♦ This role regularly uses powered tools and machinery, particularly a petrol driven brush cutter, chipper, and strimmer.
- ♦ Dependent on qualifications, this role may at times use a chainsaw.
- ♦ This role regularly uses the Trust's email and CoreHR systems.

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.

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 23rd 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, "VSA Estates – Culloden".
