

<b>Role:</b> Visitor Services Assistant	<b>Region / Department:</b> Edinburgh & East
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band:</b> Grade 2 Lower £12.60 per hour
<b>Cost Centre:</b> 3GLL	<b>Activity Code:</b> TRZ
<b>Location:</b> Gladstone's Land	<b>Type of Contract:</b> Permanent, 24 hours per week
<i>Variable work pattern, with <b>regular evening and weekend work</b></i>	

## **JOB PURPOSE**

To maximise our visitors' enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure.

Specifically, to ensure the smooth and safe operations in Admissions, Tours, Retail, Catering and Events activities making the property the best possible place to visit and work.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **To provide a consistently high standard of visitor care at all times**

- Welcoming visitors to the site and processing their admission/retail or catering purchase in a friendly, efficient and knowledgeable manner.
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcoming International visitors and aiding with specific needs.
- Welcoming groups in an efficient and warm manner.
- Answering visitors' queries about the site, education facilities and the local area.
- 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.

### **To maintain excellent standards of site and personal presentation at all times**

- The general ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing when required.
- Ensuring site is ready to open and welcome visitors by the set opening time.
- Wearing correct uniform, name badges, or PPE as required.
- 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.

### **Financial responsibilities**

- To adhere to all financial procedures to include till operation and banking and safeguarding of monies: to implement amendments to standard procedure as instructions may dictate.

### **Retail/Catering/Events/Cashier duties**

- To ensure good housekeeping of catering kitchens, serveries and back of house areas.
- To ensure that retail merchandising is in accordance with NTS policy.
- To assist in achieving site retail/catering/events targets and KPI's.
- To actively upsell products and services to facilitate the visitor's enjoyment.

- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across departments and sites as needed.
- To assist with the set-up, stewarding and break-down of events in liaison with the events coordinator.
- To assist with Heritage Hospitality events. Staff may be asked to work through into the night hours.

### **Health and Safety**

- To ensure site meets with Health and Safety legislation in liaison with your department manager.
- To ensure that visitors vacate the site at close of business and that the site is secured at end of day.
- To use personal protection equipment as provided and directed by your line manager

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Qualifications**

- No formal educational qualification required.

### **Skills, Experience & Knowledge**

#### Essential

- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills.
- Demonstrable experience in a catering based role, delivering impeccable customer care and food safety standards.
- Demonstrable experience in sales or ticket/event/admissions – ideally in a heritage/tourism context - with experience and confidence undertaking till-work and cash handling/reconciliation.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- Excellent “front of house” persona – warm, welcoming, patient, understanding.
- Excellent selling skills – adaptable to customer type and product.
- Demonstrable excellent time management skills and the ability to prioritise.
- Flexible, helpful outlook to customers and colleagues.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Living the values of the National Trust for Scotland and encourage colleagues to do the same:
  - The ability and willingness to understand others’ perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
  - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
  - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
  - A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

#### Desirable

- Experience in storytelling and a passion for Scottish heritage and history

**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 27<sup>th</sup> April 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"