

Role: Visitor Services Assistant – Food & Beverage	Region / Department: Edinburgh & East
Reports to: Visitor Services Supervisor	Pay Band: Grade 2 Lower, £24,960 pro-rata, per annum - £12 per hour
Cost Centre: 3NEH	Activity Code: TRZ
Location: Newhailes House	Type of Contract: fixed term, Part Time (various hours available) March – November 2025, <i>variable work pattern inc weekends</i>

JOB PURPOSE

Do you have a passion for food and dedicated to high levels of customer service?

Visiting our Café is an essential part of the visitor experience for those coming to Newhailes House and Gardens the role of the Visitor Service Assistant – Food & Beverage is to make it a positive and memorable part of a visitor's day with us. Our café is a busy operation, and the ideal candidate should be experienced in a high volume, fast paced environment. Barista experience would be beneficial for this role however training will be given.

Core hours will be the minimum hours available, with the opportunity to work additional hours to suit the needs of the business. Must have full weekend availability, hours will be issued on a rota basis.

We pride ourselves on creating a team work ethic here at Newhailes House so you may be required for additional support with other areas of the property such as Admissions, Retail, and Events activities to meet the business needs.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- To provide a consistently high standard of visitor care at all times.
- Welcoming all visitors to the site and processing their catering purchase in a friendly, efficient, and knowledgeable manner; supporting visitors with special needs / impairments and providing a high level of service in accordance with the Equality Act.
- Answering visitors' queries about the catering offer, deals, seating, and ingredients.
- Checking on how visitors are enjoying their experience of catering at and enquiring whether all their needs are met.
- Opening and closing procedures
- To maintain excellent standards of site and personal presentation at all times.
- The general ongoing operational cleaning of all areas as necessary.
- Wearing correct uniform, name badges, or PPE as required.

Customer Service

- Regular interaction with members of the public of all ages and abilities.

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 tills and share end of day cash reconciliation duties, as appointed by Visitor Services Supervisor
- Regularly assist in ordering all necessary food and dry goods

Tools/equipment and cleaning chemicals

- Occasional user of cleaning chemicals.
- EPOS tills and chip and pin machines.
- Fully equipped commercial catering kitchens.
- Expected to become familiar with and comply with the property's Health and Safety policies or Safe Systems of Work'.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Ability to work within a team or independently, with minimal supervision, to a high and safe standard.
- Demonstrate experience in F&B service environment
- Ability to be flexible and adapt working patterns and tasks to meet day-to-day variations in property needs. This will include evenings to support events.
- 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.
- Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation.
- Barista experience

Desirable

- Basic Food Hygiene Qualification.

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, 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 "Gardener - Culzean"
