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| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab | Job Description | September 2021 |

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| **Role:** Visitor Services Assistant – Regional Business Administrator | **Business Function:** Edinburgh &East Region |
| **Reports to:** Regional Business Manager | **Pay Grade/Starting Salary:**  £19,760 per annum |
| **Location:** Regional Hub (potential for home working) | **Type of Contract:** Permanent/ Full Time |
| **Terms and conditions**  *Permanent 40hrs per week: this will include regular weekend duties and occasional evening working.*  Your new place of work is the regional office, but due to the ongoing COVID-19 pandemic (started March 2020), you may be asked to work from home or another Trust location if that is expedient for your safety and well-being. | |

**PURPOSE OF THE ROLE:**

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

Specifically, to ensure the smooth and safe operations of our regional residential portfolio. The Edinburgh & East region has a significant residential portfolio From North Perthshire to the Borders. However, most of these properties are located in Dunkeld and Culross. Regular travel to these sites will be expected.

**KEY RESPONSIBILITIES**:

* Administration of all procedures, documentation, and archiving, to ensure compliance with internal standards and external statutory requirements
* Assist the Office Manager and provide support for meetings, external events, conferences, and training events
* Assist with all maintenance requirements of our residential portfolio. This includes, but is not limited to, organising contractors, arranging purchase orders, and liaising with tenants
* Undertake tenant inspections, house viewings and other duties to ensure the smooth running of our residential portfolio
* Assist with all recording, financial, and administrative activities are carried out, including cash-handling and accounting processes, Visitor, membership, and retail statistics; Stock management administration; Recording and processing of staff and volunteer hours
* Deputise for the Regional Office Manager, where necessary

**SCOPE OF JOB**

People Management

* The post requires independent working and regular travel
* Will work closely with other property colleagues and the regional team

Finance Management

* Assist in the raising purchase orders and ensuring timely payment of suppliers, as appointed by line manager
* Ensure accurate recording of statistics

Health and Safety:

* To ensure our residential portfolio is legally compliant
* To use personal protection equipment as provided and directed by your line manager

Essential:

* Previous experience of working in administrative roles
* Proficient user of Microsoft Office suite. An ability to adapt to bespoke management and financial systems would also be beneficial
* Planning, time-management and organisationsal skills with the ability to work in a busy environment
* Excellent communication and interpersonal skills
* Flexible, helpful outlook to customers and colleagues
* Drivers license, with access to own vehicle

**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 a completed application form to the People Department (Applications), The National Trust for Scotland, Hermiston Quay, 5 Cultins Road Edinburgh EH11 4DF, by mail or by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by first post (i.e. 10.00am) on 8th October 2021.