VISITOR WELCOME & PARKING ASSISTANT

JOB SPECIFICATION

FEBRUARY 2025

Rosslyn Chapel was founded in 1446 by Sir William St Clair. The beauty of its setting, in rural Midlothian, and the mysterious symbolism of its ornate stonework have inspired, attracted, and intrigued writers, artists and visitors ever since.

In 1995, The Rosslyn Chapel Trust was established to oversee the continuing programme of conservation of one of Scotland’s most interesting & unique visitor attractions. We are looking for enthusiastic, welcoming & passionate people to join our Visitor Services team this summer, to assist with visiting coach groups, working in our coach & car parks.

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| Reports to: | Visitor Services Manager |
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| Role: | Visitor Welcome & Parking Assistant |
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| Contract: | 1st May to 30th September (Fixed Term) |
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| Working Hours: | Part-Time Contract (12 - 24 hours per week) (including regular weekends) |
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| Duties: | * Ensure visiting coaches & minibuses are parked in the appropriate manner, in the marked bays, facilitating safe access to & from the visitor centre.
* Liaise with tour companies and external guides to ensure smooth onsite operation for all visitors.
* Monitor parking to ensure no access roads or through roads are blocked.
* Assist visitors in finding parking spaces and provide them with directions as required.
* Meet and greet tour groups & safely direct them to the Chapel Visitor Centre.
* Maintain the car park areas, ensuring they are free from litter.
* Ensure adherence to parking rules and regulations.
* Carry out regular patrols of the car park to ensure parking rules are being adhered to.
* Report any suspicious activities or security concerns to the Visitor Services Manager.
* Work effectively as part of a small team & support fellow team members.
* Respond to customer enquiries and complaints in a courteous manner.
* Answer questions about the Chapel, the local area & provide information to visitors.
* Liaise with colleagues in the visitor centre & Chapel to inform them of groups that are arriving.
* Develop a working knowledge of the Chapel’s history and act as an ambassador for the Trust.
* Carry out any other duties that may reasonably be required.
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