

VISITOR SERVICES ASSISTANT

PERSON SPECIFICATION

FEBRUARY 2023

The role of Visitor Services Assistant is a customer facing role & as such you should be proficient in delivering exceptional customer service to all our visitors. This role is diverse & requires candidates to be adaptable, proactive & willing to engage with everyone. We are proud to be a 5-star visitor attraction and want to make sure everyone enjoys their visit to Rosslyn Chapel. In order to do that, it is important that our team consistently deliver the highest standard of service.

**Essential:**

- Reliable.
- Open to flexible working including weekends.
- Interest in the history/heritage/tourism sector.
- Experience working in a frontline customer service or retail environment.
- Smart, tidy appearance.
- Cheerful, positive manner.
- A confident and enthusiastic communicator
- Able to work using own initiative.
- Ability to interact well with a wide range of people and personalities.
- Ability to moderate talks or tours for visitors whose first language may not be English.
- Able to follow and direct emergency procedures.
- Ability to retain information.
- Willingness to carry out basic cleaning duties.
- Experience of presenting or guiding to groups.
- Able to work full length of contract.
- Willingness to attend training sessions & meetings outside normal working hours.

**Desirable:**

- Ability to speak a foreign language.
- Good knowledge of Scottish History in general and in particular, Rosslyn Chapel.
- Own transport.