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| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab |  | | January 2024 |
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| **Role:** Visitor Service Assistant | | **Business Function:** Edinburgh & East | | |
| **Reports to:** Visitor Services Supervisor, House of the Binns | | Pay Band/Starting Salary: Grade 2 Lower, £10.90 per hour, £22,672 pro-rata, per annum | | |
| **Location:** House of the Binns, Linlithgow, West Lothian, EH39 4NZ | | **Type of Contract:** fixed term to end of October 2024 to include weekends; 2 x 35 hours per week, 1 x 25 hours per week  *Additional hours may be available during peak season and to cover absence* | | |
| **Cost Centre:** 3HOB | | **Activity**: VSZ | | |
| **Terms & Conditions:** a flexible approach to working hours is required particularly during peak season. Rotas will include weekend work. | | | | |
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**PURPOSE OF THE ROLE:**

Visitor Service Assistants are key to maximizing our visitors’ enjoyment of House of The Binns. By maintaining excellent standards of service, they ensure the smooth and safe running of operations in admissions, tours and events, including taking guided tours of the property. They also optimise opportunities to generate income and ensuring that the site and its assets are safe and secure.

To provide the highest degree of customer service: welcome all visitors to the property; conduct guided tours; recruit new Trust members and promote fund-raising initiatives; deliver appropriate admissions procedures; and provide general visitor information. Please note that the job involves some physical activity in the form of periods of standing, walking, etc.

Some flexibility will be required as to when hours are worked and regular weekend working will be expected.

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This role will assist the property team in delivering a high-quality visitor experience at House of the Binns including, but not limited to:

* To provide excellent customer service.
* To take guided tours around the house and estate.
* To develop a working knowledge of the history of the site and being able to relate that to visitors in a friendly and engaging way.
* To greet all visitors and provide refreshments as appropriate.
* To be responsible and proactive. Ensuring all day-to-day tasks are completed including responding to customer enquiries, answering the telephone, cleaning, recording statistics etc.
* To assist in organisation and safe running of events.
* To handle cash accurately and processing sales across all platforms
* To ensure perpetually high levels of accuracy are maintained for all transactions and data recording.
* To actively drive-up selling opportunities through strong product knowledge and an excellent customer service to maximize sales of admission tickets, membership and donations.
* Cash reconciliation duties including end of day and administration tasks.
* To take responsibility for your own development and learning.
* Taking booking enquiries and process appropriately.
* To follow the property’s quality standards including wearing of uniform.
* To ensure the health and welfare of property staff, volunteers and visitors by adhering to the Trust’s Health, Safety and Environment policies and guidelines. This includes working within the property’s “Safe System of Work” (the system for managing Health & Safety).

***This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role involves regulated work with children.***

# REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

**Experience**

Essential

* Ability to work within a team or independently, with minimal supervision to a high and safe standard.
* Ability to be flexible, in particular to adapt working patterns and tasks to meet day-to-day variations in property needs.
* Ability to adjust pace to match customer flow without compromising quality of service.
* Excellent front of house persona - warm, welcoming, patient and understanding.
* Genuine belief in the value of good customer service.
* Excellent interpersonal and communication skills including public speaking.
* Demonstrable time management skills and the ability to prioritize.
* Ability to be proactive and to take the initiative.
* Ability to travel to The Binns without using public transport.

Desirable

* Previous cash handling experience.
* Foreign language skills.
* Historical knowledge of the site.

**DIMENSIONS AND SCOPE OF JOB**

People Management

* The Property team consists of a Visitor Services Manager and Visitor Services Supervisor and Visitor Services Assistants. There are no line management responsibilities for this role, but this role works closely with volunteers and members of the wider site team.
* This role involves working with members of the public of all ages and abilities on a daily basis.

Finance Management

* This role will involve cash reconciliation duties as appointed by the Visitor Services Supervisor.

Tools / equipment / systems

* Use of EPOS till.
* There will be the occasional use of cleaning chemicals.
* This role will involve manual handling.
* Is expected to work and ensure compliance within the property’s ‘safe systems of work’ (the system for managing health and safety).

# 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 4th February 2024

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"