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| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab | **Job Description** | 2024 |

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| **Role:** Visitor Services Assistant (multiple) | **Region/Department:** Edinburgh & East |
| **Reports to:** Visitor Services Manager (House & Gardens) | **Pay Band/Starting Salary:** Grade 2 Lower, £22,672 pro-rata, per annum (£10.90 ph) |
| **Cost centre:** 3NEH | **Activity**: VSZ |
| **Location:** Newhailes | **Type of Contract:** variable hours available, seasonal until end October 2024 |
| **Note:**  *The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: the post will include weekend working and occasional evening working* | |

# JOB PURPOSE

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

Specifically, to ensure the smooth and safe operations in Admissions, Tours, Retail, and Events activities making the property the best possible place to visit and work.

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

**To provide a consistently high standard of visitor care at all times**

* Being the first point of contact for visitors to the site
* Welcoming visitors to the site and processing their car parking payments/admission/retail purchase in a friendly, efficient and knowledgeable manner
* Organising car parking in an orderly fashion and assisting visitors with wayfinding
* Welcoming visitors with additional needs and providing a high level of service in accordance with the Disability Discrimination Act.
* Welcoming International visitors and aiding with specific needs.
* Welcoming groups in an efficient and warm manner.
* Supporting school and education visits
* Answering visitors’ queries about the site, education facilities and the local area.
* Providing information about the site, its history, contents, offers and merchandise.
* Promoting National Trust for Scotland brand to include our Membership scheme, events, upselling other properties and any promotional campaigns, being proactive in the selling of Membership and Gift Aid.
* Working as part of a large team on event days to ensure the efficient running of the site

**To maintain excellent standards of site and personal presentation at all times**

* The general ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing on a regular scheduled basis
* Ensuring the site is litter free
* Ensuring site is ready to open and welcome visitors by the set opening time;
* Wearing correct uniform, name badges, footwear, or PPE as required.
* Reporting all instances of damage and wear and tear issues promptly to your line manager;
* Working in harmony with other departments; housekeeping, gardening, grounds maintenance and site repair employees/contractors.

**Financial responsibilities** **(where applicable)**

* To adhere to all financial procedures to include till operation and banking and safeguarding of monies: to implement amendments to standard procedure as instructions may dictate.

**Retail/Catering/Events/Cashier duties (where applicable)**

* To ensure excellent housekeeping of front and back of house areas.
* To ensure that retail merchandising is to a high standard and in accordance with NTS policy.
* To assist in achieving site retail/events targets and KPI’s.
* To actively upsell products and services to facilitate the visitor’s enjoyment.
* To actively encourage feedback from visitors to develop and improve offer, service, operations.
* To work flexibly across departments and sites as needed.
* To assist with the set-up, stewarding and break-down of events in liaison with the Events Manager.
* To ensure the security and safety of areas of the site eg. Playpark, market garden, education space.

**Health and Safety**

* To ensure site meets with Health and Safety legislation in liaison with your department manager.
* To ensure that visitors vacate the site at close of business and that the site is secured at end of day.
* To use personal protection equipment as provided and directed by your line manager.

# REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

**Qualifications**

* No formal educational qualification required.

**Skills, Experience & Knowledge**

Essential

* Demonstrable experience in a customer-facing retail based role, delivering impeccable customer care through excellent inter-personal skills.
* Demonstrable experience in sales or ticket/event/admissions – ideally in a heritage/tourism context - with experience and confidence undertaking till-work and cash handling/reconciliation.
* Experience in EPOS style till operation.
* Excellent cash handling skills.
* Excellent “front of house” persona – warm, welcoming, patient, understanding.
* Excellent selling skills – adaptable to customer type and product.
* Demonstrable excellent time management skills and the ability to prioritise.
* Flexible, helpful outlook to customers and colleagues.
* An understanding and commitment to the aims and objectives of the National Trust for Scotland.
* Living the values of the National Trust for Scotland and encourage colleagues to do the same:
  + The ability and willingness to understand others’ perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
  + The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
  + An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
  + A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

Desirable

* Experience in storytelling and a passion for Scottish heritage and history.

**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"