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

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| **Role:** Visitor Services Assistant | **Region / Department:** Edinburgh & East |
| **Reports to:** Visitor Services Manager, Culross Palace | Pay Band: Grade 2 Lower, £10.90 per hour, £22,672 pro-rata, per annum |
| **Location:** Culross Palace | **Type of Contract:** Seasonal part-time; 1 x 7 hours & 1 x 14 hours per week (4th March to 31st October)  Due to staff holidays and unexpected circumstances, there may be additional hours available on occasion. |
| **Cost Centre:** 3CUR | **Activity Code:** VSZ |
| **Terms and Conditions:** The post is subject to the standard terms and conditions provided with the application pack and this post will include regular weekend shifts/duties. | |

# JOB PURPOSE

To maximise visitor enjoyment through the presentation of an appropriate selection of verified facts and anecdotes relating to the property’s history/design/contents/function; uphold excellence in visitor care; promote the value of the work of the Trust including membership; and assist with the general health, safety, and security of the property. Please note that the job involves some physical activity in the form of periods of standing, walking and being stationed outside. There may also be a requirement to assist in Bessie’s Café at busy times.

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 Culross Palace including, but not limited to:

* To provide excellent customer service.
* To take guided tours around the Palace.
* 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.

**REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

* No formal educational qualifications required – full training will be given.
* Demonstrable working experience dealing with a wide range of people – preferably in a public situation.
* Demonstrable experience in guiding or presentation skills.
* Ability to think and act quickly when confronted with emergencies.
* Personal commitment to high standards of customer care.
* Excellent verbal communication skill.
* Excellent interpersonal skills, with proven experience of dealing effectively with a diverse range of people.
* An understanding and commitment to the aims and objectives of the National Trust for Scotland.
* Enthusiasm for Scottish heritage.
* Able to demonstrate a flexible approach to work.
* Demonstrable experience of working equally well on own initiative and within a team environment.

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 18th 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"