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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 – Housekeeping  | **Region:** Edinburgh & East |
| **Reports to:** Visitor Services Manager  | **Pay Band/Starting Salary:** Grade 2L, £10.90 per hour, £22,672 pro-rata, per annum |
| **Location:** Branklyn Garden  | **Type of Contract:** Fixed term to 31 October 2024, part time - 10 hours per week. |
| **Cost centre:** 3BRG | **Activity**: VSZ 70% HCZ 30% |
| **Note***The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: This is a predominantly physical role that will include lifting, fetching and carrying objects.* |

# JOB PURPOSE

*To maximise our visitors’ enjoyment of Branklyn Garden and Branklyn Cottage holiday accommodation by maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the property and its assets are clean, tidy, protected and safe.*

*This exciting and varied role will support our visitor services and holiday accommodation activities, helping to make 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**

* Welcome visitors in a friendly, efficient and knowledgeable manner, answering queries and providing information about the property, facilities, holiday accommodation and the local area.
* Provide a positive visitor experience by assisting with housekeeping, property checks and onsite activities as required.
* Maintain excellent standards of service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure.
* Promote the National Trust for Scotland brand to include our membership scheme, relevant campaigns, events and our places throughout Scotland.

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

* Assist with the general ongoing operational servicing and delivery of visitor, guest and team facilities across all areas of the property including our car park, toilets, public and private spaces and holiday accommodation.
* Ensure the property and holiday accommodation is ready to accept and welcome visitors / guests by the set operational times.
* Check the property is clear of debris, rubbish etc and that signage is befitting of a Trust property.
* Report all instances of damage and wear and tear issues promptly to your line manager.
* Wear correct uniform, name badge and PPE as required.

**Other duties (where applicable)**

* Actively upsell products and services to facilitate the visitor’s enjoyment.
* Work flexibly across departments and areas of the site as required.

**Health and Safety**

* To ensure compliance with Health and Safety legislation in conjunction with your line manager.
* 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 similar role, delivering impeccable customer care through excellent inter-personal skills and high personal standards.
* Responsible and proactive approach to work, ensuring all day-to-day tasks are completed as instructed.
* Excellent time management skills and the ability to prioritise.
* Ability to take the initiative and address problems or deal with tasks as they arise.
* Adaptability to work within a team or independently to a high and safe standard.
* 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.

Desirable

* Previous experience in housekeeping.
* Recognised First Aid Qualification.
* An understanding and commitment to the aims and objectives of the National Trust for Scotland.

**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 25th 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"