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|  | Job Description |  |

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| **Role:** Visitor Services Assistant – Guiding  | **Region:** South & West |
| **Reports to:** Visitor Services Manager  | **Pay Band/Starting Salary:** Grade 2 Lower, £22,672 pro-rata, per annum £10.90 per hour |
| **Location:** Brodick Castle | **Contract Type :** Full and part time available,fixed term (March - October 2024)  |
| **Terms and conditions**The post is subject to the Trust’s standard terms and conditions. The days to be worked will be on a rota basis and will include working weekends.  |

PURPOSE OF THE ROLE

Brodick Castle is an idyllic island destination and visitor attraction on the Isle of Arran. As one of the Visitor Services team within the castle, you’ll ensure that all visitors receive an excellent visitor experience and leave feeling inspired by this stunning property and its history. This will be achieved through being welcoming; engaging and knowledgeable; prepared to answer visitors’ questions about objects, stories of the castle and its family and the NTS. This person is frequently in contact with visitors and as such is an ambassador for the Trust, exhibiting consistently excellent customer services while actively promoting the Trust’s aims and services.

The Trust has stated the importance that education plays at its properties. The provision of an interesting and educational day out has been a key feature at Brodick Castle and Country Park for many years. The role’s main purpose is to support the delivery of learning programs and events, both consistently and professionally at the property.

**KEY RESPONSIBILITIES**

**EDUCATION**

In this role, the post holder will assist with the delivery of the education programme at Brodick Castle, under the direction of the Head Education Guide. This includes:

* Maximise visitor enjoyment and understanding of the property through by presenting the history of Brodick, it’s collection and the people who lived there
* Delivery of a range of high quality talks and tours about Brodick for the general public and organised groups, including all ages and abilities
* Delivery of formal/informal educational activities and workshops to schools
* Be mindful of security needs of the property and its contents, minimising opportunities for theft or damage through diligent monitoring of visitors and the implementation of security measures (e.g. locking up procedures etc.)
* Be aware of the conservation needs of the property and its contents and minimise the risk of accidental damage through engaging with visitors and the implementation of appropriate conservation measures.
* Share in the common responsibility of implementing the Trust’s Health & Safety policy, being mindful at all times of health & safety of self, staff, volunteers, and visitors
* Share in the common responsibility for the safe evacuation/management of colleagues and visitors in the event of a fire or security alert or alarm
* Responsible for daily education operations within the castle, ensuring all opening and closing procedures have been carried out and that all areas are properly supervised and engaging educational talks are occurring.

**Fulfilling any other reasonable duty where this relates to education, admissions, membership and retail at the property.**

**SCOPE OF ROLE**

People Management

* Will need to communicate efficiently with both internal and external customers.

**SKILLS, EXPERIENCE & KNOWLEDGE**

The below outlines the key skills and behaviours the job holder will need to possess and exercise:

Essential

* Must be a very able and enthusiastic communicator, in particularly verbally; any previous theatrical or performance related experience is advantageous
* Must have enthusiasm for Scottish heritage and in particular family history and history of art/architecture
* Must have demonstrable experience of education, guiding ideally in the heritage/tourism environment.
* Must have sound working experience dealing effectively with a wide range of people in a public situation
* Must have excellent customer-care skills
* Must be an effective team player
* Must be able to work effectively on own initiative
* Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland.
* Must have a personal commitment to excellence in customer care with the ability to enthuse and motivate others
* Must be willing to show commitment and flexibility in work practices.

**BEHAVIOURAL COMPETENCIES**

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"