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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 (various departments including, retail, F&B, engagement and welcome. | **Region/Department:** Highlands and Islands |
| **Reports to:** Visitor Services Manager | **Pay Band/Starting Salary:** Grade 2 Lower, £22,672 pro-rata, per annum |
| **Location:** Culloden Battlefield Visitor Centre | **Type of Contract:**  Fixed Term(March to October), Various Hours |
| **Application closing date:** 3rd March 2024 | |

# JOB PURPOSE

To maximise our visitors’ enjoyment of Culloden Battlefield by providing a world-class welcome to Culloden Visitor Centre, from the moment our guests arrive to when they leave; maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure.

Through warm, engaging, informative interactions, you’ll help share stories about Culloden and its place in world history and build support and understanding for the National Trust for Scotland. Specifically, to ensure the smooth and safe operations in Welcome, Tours, Retail, Catering, Engagement 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**

* Welcoming visitors to the site and processing their admission/retail or catering purchase in a friendly, efficient and knowledgeable manner.
* Delivering proactive customer service to our guests in all areas of Culloden Battlefield and Visitor Centre.
* 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.
* 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.

**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 deliver 5\* customer service in all interactions with our guests.
* To ensure good housekeeping of catering kitchens, serveries and back of house areas.
* To ensure that retail merchandising is in accordance with NTS policy.
* To adhere to the NTS Cash Handling policy when processing transactions/ reconciliation of tills.
* To assist in achieving site retail/catering/events targets and KPI’s.
* To actively upsell products and services to facilitate the visitor’s enjoyment, through strong product knowledge.
* To actively feedback visitor comments to line managers 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 coordinator.
* To assist with Heritage Hospitality and Engagement events. Staff may be asked to work through into the night hours.

**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 when required.
* Ensuring site is ready to open and welcome visitors by the set opening time.
* Wearing correct uniform, name badges, 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; Admissions, Engagement, Retail, Catering, Facilities and contractors.

**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

* Flexible, helpful outlook to customers and colleagues.
* An understanding and commitment to the aims and objectives of the National Trust for Scotland.
* Demonstrable experience in a catering-based role, admissions-based role and / or a retail-based role delivering impeccable 5\* customer care and food safety standards.
* 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.
* Current full driving license valid for driving in the UK
* 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
* Basic Food Hygiene Qualification (will be expected to undertake if not held)
* Coffee machine experience
* Tour guiding experience
* Retail experience in a busy, fat-paced role.

**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 their 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 3rd March 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"