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|  | Job Description | **2024** |

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| **Role:** Visitor Services Assistant – Retail/ Admissions | **Region:** South & West Region |
| **Reports to:** Visitor Services Manager / Visitor Services Supervisor | **Pay Band/Starting Salary:** Grade 2 lower £22,672 pro-rata, per annum £10.90 per hour |
| **Location:** Brodick Castle | **Contract Type:** Part time available or full time role available,fixed term (March - October 2023) |
| **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.

**KEY RESPONSIBILITIES**

The post holder will also assist the Visitor Services Manager and Visitor Services Supervisor with the busy retail operation inside the castle. This includes:

* Ensuring the highest level of customer care at all times.
* Actively seeking new opportunities for retail development to enhance both the visitor experience at the property and the contribution it makes to the property’s overall income stream.
* Actively participating in the operation of the retail area, including (but not limited to):
  + Opening/closing procedures
  + Maintenance of a pleasant and safe retail environment
  + Stock ordering and control
  + Merchandising
  + Counter service
  + Cash handling/reconciliation
  + Reporting of income/statistics
  + Administration and banking
  + As required, maintain the cleanliness and tidiness of the retail area
  + Ensure that the retail strategy and budget is managed and delivered
* Embracing all organisational training required to be taken as part of the role.
* Processing admissions and memberships for visitors as required.
* Sharing in the common responsibility of implementing the Trust’s “Health & Safety Policy”, being mindful at all times of the health and safety of self, staff, volunteers, and visitors.
* In accordance with the property’s procedures, sharing in the common responsibility for the safe evacuation or management of colleagues and visitors in the event of a fire or security alert or alarm.
* 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.)
* 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.

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

**SCOPE OF ROLE**

Technical Knowledge

* Maintenance of administration processes, for which training will be given.

People Management

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

Financial Management

* Will need to undertake end-of-day/end-of-week till procedures and cash reconciliation

**SKILLS, EXPERIENCE & KNOWLEDGE**

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

Essential

* 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 able to demonstrate commercial acumen
* 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 practice

Desirable

* Previous experience working within a retail environment
* Comparable hands-on experience in historic properties/similar role
* Previous experience working with EPOS till system

**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"