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| Role: Visitor Services Assistant – Learning Assistant | Region / Department: Edinburgh & East |
| Reports to: Visitor Services Manager | Pay Band: Grade 2 Lower, £24,960 pro-rata, per annum, £12 per hour |
| Location: Battle of Bannockburn | Type of Contract: Permanent, 24 hours per week |
| Cost Centre: 3BAN | Activity Code: EDZ |
| Application Closing Date: Sunday 14 th July 2024 | |

PURPOSE

To deliver and maintain an award-winning learning programme for all visitors to The Battle of Bannockburn Visitor Centre in line with Learning Strategy and & Site Annual Operating Plan. This includes:

Formal Learning

Responsible for the delivery and ongoing development of the programme for schools & further education groups including workshops, tours, outreach, and activities developed in partnership with schools or other organisations.

Informal Learning

Support the development and delivery of informal learning and events, often working closely with other Trust staff.

KEY RESPONSIBILITIES

- Deliver and evaluate the learning programme to ensure its relevance for current and future learners; This includes delivery of school visits and events on a day to day basis;
- Recruit volunteers and train staff and volunteers in the delivery of education/event programmes;
- Support the Visitor Services Manager in ensuring the best presentation of the property and the safe and efficient provision of quality learning experiences;
- Ensure that all learning activities support the Trust's 10 year Strategy
- Ensure Safe Systems of Work are implemented effectively within all activities undertaken and with external contractors;
- To connect with the wider "learning team" of the Trust and should work within the overall strategic priorities of the NTS's learning strategy, and network and attend meetings with learning colleagues from across the organisation (as well as with other colleagues);
- Promote Learning and related Events using Social Media.

The duties/responsibilities/accountabilities of this role require the post holder to become a member of the Protection of Vulnerable Groups (PVG) scheme, which replaces the 'Enhanced Disclosure' check and is administered by Disclosure Scotland.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Experience of working with a variety of audiences, including school pupils. A proven track record of working directly and effectively with learners of all ages, abilities and interests;
- Ability to be flexible, in particular to adapt working patterns and tasks to meet day-to-day variations in property needs.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona - warm, welcoming, patient and understanding.

- Technical knowledge of Scottish education system and current curricular thinking, in particular having a thorough understanding of the Curriculum for Excellence
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.
- Quick decision-making skills and the ability to calmly and professionally adapt to changing circumstances.

Desirable

- Experience in development and delivery of learning programmes, events and resources for all ages;
- Foreign language skills.
- Historical knowledge of the site.

DIMENSIONS AND SCOPE OF JOB

People Management

- The Property team consists of a Visitor Services Manager and Visitor Services Supervisors. There are no line management responsibilities for this role, but this role works closely with volunteers and members of the wider site team.
- This role involves working with members of the public of all ages and abilities on a daily basis.

Finance Management

- Not a budget holder but will support Property Manager in ensuring best value for the Trust.

Tools / equipment / systems

- There will be the occasional use of cleaning chemicals.
- This role will involve manual handling.
- Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety).

The Purpose, Context, Key Responsibilities, and Person Specification 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 14th July 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"