

<b>Role:</b> Visitor Services Assistant - Guide	<b>Region / Department:</b> Edinburgh & East
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band:</b> Grade 2 Lower, £24,960 pro-rata, per annum. £12 per hour
<b>Location:</b> Battle of Bannockburn	<b>Type of Contract:</b> Fixed Term to 1 <sup>st</sup> October 2024 28 hours per week
<b>Cost Centre:</b> 3BAN	<b>Activity Code:</b> VSZ
<b>Application Closing Date:</b> Sunday 14 <sup>th</sup> July 2024	

## **JOB PURPOSE**

To maximise our visitors' enjoyment of the Battle of Bannockburn experience by maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure. To ensure the smooth and safe running of operations in Admissions, Tours and Event activities.

To provide the highest degree of customer service: greet and welcome all visitors to the property; recruit new Trust members and promote fund-raising initiatives; deliver appropriate admissions procedures; and provide general visitor information. Please note that the job involves some physical activity in the form of periods of standing, walking, etc.

Some flexibility will be required as to when hours are worked and regular weekend working will be expected.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

This role will assist the property team in delivering a high-quality visitor experience at Bannockburn (including but not limited to):

- Providing excellent customer service.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed including responding to customer enquiries, answering the telephone, cleaning, recording statistics etc.
- Handling cash accurately and processing sales across all platforms.
- To ensure perpetually high levels of accuracy are maintained for all transactions and data recording.
- To actively drive-up selling opportunities through strong product knowledge and an excellent customer service to maximize sales of admission tickets, membership and donations.
- Working with the Guides and supporting with tours.
- Cash reconciliation duties including end of day and administration tasks.
- Be able to take responsibility for your own development and learning.
- Taking booking enquiries and process appropriately.
- To develop a working knowledge of the history of the site and being able to relate that to visitors in a friendly and engaging way.
- Adhering to the property's quality standards including wearing of uniform.
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).

## **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.
- 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.
- Genuine belief in the value of good customer service.
- 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

- Previous cash handling experience.
- 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

- This role will involve cash reconciliation duties as appointed by the Visitor Services Supervisor.

### 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](mailto:workforus@nts.org.uk), by 14<sup>th</sup> 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