

<b>Role:</b> Visitor Services Assistant - Costume Guide	<b>Region / Department:</b> North East
<b>Reports to:</b> Visitor Services Supervisor (Operations)	<b>Pay Band:</b> Grade 2 Lower, £24,960 pro-rata, per annum
<b>Location:</b> House of Dun	<b>Type of Contract:</b> Fixed Term until September 2024, Part Time, 12 hours per week

## **JOB PURPOSE**

Conducting tours of the House of Dun in costume. As a guide you will impart the history and stories of the House and its family to visitors in an engaging and emotive way. The ability to think of your feet and respond to your audience so the experience is enjoyable for a range of visitors.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Deliver excellent customer care (internal and external) to foster a friendly and inviting atmosphere for visitors, staff and volunteers.
- Delivering and engaging tour for visitors while ensuring the safety of the group and the collection.
- The general ongoing operational cleaning of all areas if necessary
- Working in harmony with other departments; visitor services, events, gardening, maintenance and site repair employees/contractors.
- Share in the common responsibility of working in a manner mindful of the Trust's obligations to minimise impact on the environment, through e.g. efficient use of water/heat/light, recycling and the disposal of waste, considered use of transport.
- Follow Trust policy regarding Health and Safety, Environmental Sustainability, and Collections Care.
- Wearing correct uniform, name badges, costume or PPE as required.
- Reporting all H&S hazards or fire risks immediately.
- Working with specialists within the NTS and external contractions for the maintenance and preservation of the site and collection

The current duties of this job **do not** require a criminal records (Disclosure Scotland) check to be carried out.

## **REQUIRED SKILLS, EXPERIENCE & KNOWLEDGE**

### Essential:

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, in particular to adapt working patterns and tasks to meet day-to-day property needs.
- Personal commitment to high standards visitor services & customer care
- Attentive to detail with an eye for presentation and finish.
- This is a physical job, which will normally include conducting groups up and down historic stairs as well as walking throughout courtyard
- Working flexibly in response to the needs to the business, including evening/weekend work
- The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
- 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:

- Current UK Driving License

**The Key Responsibilities, 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.**

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**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 Sunday 30<sup>th</sup> June 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"