

Role: Visitor Services Assistant – Collections Care	Business Function: Edinburgh & East
Reports to: Visitor Services Supervisor – Collections Care	Pay Grade: Grade 2 Lower £24,960 pro-rata, per annum
Location: House of the Binns	Type of Contract: 40 hours per week, permanent
Cost centre: 3HOB	Activity code: PMZ
Terms and conditions <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: Available to work weekends and occasional evening work (arranged for a specific function). A driver's license is preferred.</i>	

PURPOSE OF THE ROLE

To help maximize our visitors' enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimising opportunities to generate income, and ensuring that the site and its assets are safe and secure. Specifically, to provide an efficient, reliable service and high standards in collections care and general cleaning at the property. The post holder will be part of a wider team of employees and volunteers, helping to support the property where necessary.

The role is 40 hours worked over 5 days per week and will include weekend and evening working to support events and property tour program.

A driver's licence and access to vehicle is preferred due to the location and accessibility of the property.

KEY RESPONSIBILITIES

To carry out a wide range of collections care duties as directed by the Visitor Services Supervisor of Collections Care in line with current NTS best practice standards:

- To assist with the organisation and supervision of the movement of objects under the direction of line managers.
- To be systematic and methodical in record-keeping, documentation, and any other administrative needs of the job in accordance with NTS policies.
- To help identify those items at risk or requiring specialist attention/remedial conservation and bringing to the attention of the Regional Conservator for Edinburgh & East.
- To undertake housekeeping tasks to ensure standards of care are maintained within the property.
- To undertake necessary cleaning of non-collection areas and associated buildings, meeting the standards agreed by line managers.
- To liaise, under the direction of the VSS Collections Care, with any contractors working onsite to ensure the collections physical security and those working do not contravene Health and Safety legislation.

- To be vigilant at all times to the presence and condition of all historic interior surfaces, decorative elements and collection items in situ and to report accidental damage to the collections management team.

Visitor Services / Events

- Ensuring site is ready to open and welcome visitors by the set opening time.
- To aid property staff and cluster collections care staff in creating and providing specialised public tours and events of the property.
- To assist with the set-up, stewarding and breakdown of events in liaison with your line manager.
- Collection's conservation engagement through participating in public programmes such as Conservation in Action, to promote an understanding of preventive conservation and collection care works.
- Work with collections care volunteers and take an active role in staff and volunteer training in liaison with your line manager.
- To support staff and volunteers in the seasonal running of the property, when required, by welcoming visitors and undertaking administrative duties to ensure the delivery of a continuously high standard of visitor care.
- To provide information to visitors about the site, its history and collections, events and tours.
- To promote the National Trust for Scotland brand via the membership scheme, events and promoting other NTS properties.

Health and Safety

- To use personal protection equipment as provided and directed by your line manager.
- To ensure the site meets with Health and Safety legislation in liaison with your line manager.
- This job involves good manual dexterity, lifting and carrying heavy materials and collections, working at height and the use of ladders & scaffold towers.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.

Essential

- The ability to work within a team and independently to a high standard.
- The ability to carry out lone-working and ability to do so safely within the property.
- Willingness to learn new techniques & activities, e.g. conservation housekeeping, object handling etc.
- Strong organisational skills and ability to manage and prioritise multiple tasks.
- A keen interest in the National Trust for Scotland and its core values.
- A keen interest in history, historic properties, and conservation of their collections.
- A flexible approach to work, multitasking and working with staff across various departments.
- Experience of interacting with the public and providing excellent customer care.
- A strong eye for detail.

Desirable

- Demonstrable experience in collections care or cleaning within historic buildings.
- Understanding of preventive conservation and environmental monitoring.
- Experience of working with volunteers.
- Knowledge of Health & Safety and emergency procedures.

Skills, abilities and disposition

- Enthusiasm and energy to be part of a team in a crucial role in a unique property.
- Excellent inter-personal and communication skills.
- Genuine enthusiasm for the care and presentation of the nation's heritage.
- Good initiative and resourcefulness.
- Self-sufficiency in IT and administrative skills.
- Willingness and ability to work in challenging conditions if necessary.

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.

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 25th August 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"