

Role: Visitor Services Assistant	Region/Department: Edinburgh & East
Reports to: Visitor Services Manager	Pay Band/Starting Salary: Grade 2 Lower, £24,960 pro-rata, per annum (£12 per hour)
Cost centre: 3KEC	Activity: VSZ/TRZ
Location: Kellie Castle & Garden	Type of Contract: Fixed Term: to 31 October 2024, variable hours available up to 40 hours per week.
Note: <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: the post will include regular weekend working and occasional evening working</i>	

JOB PURPOSE

As a member of our Visitor Services team your job is to give visitors from across the globe a warm welcome to Kellie Castle and help generate the income that enables us to care for the Castle & Gardens.

Specifically, you are there to ensure smooth and safe operations, making the property the best possible place to work and visit.

You'll help us maximise sales through excellent customer service and product knowledge, taking a pride in the castle's presentation and operation to make a memorable and positive experience for our visitors.

Must have full weekend availability, hours will be issued on a rota basis.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To provide a consistently high standard of visitor care at all times

- Welcoming visitors to the site and assisting with admissions, catering, membership and retail sales.
- Proactively engaging visitors in the stories and history of the site. This will include the delivery of tours and informal assistance around the property as and when required by the visitors.
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcoming International visitors and aiding with specific needs.
- Welcoming groups in an efficient and warm manner.
- Answering visitors' queries about the site and the local area.
- Promoting the National Trust for Scotland brand, to include our Membership scheme, events, upselling other properties and any promotional campaigns, being proactive in the selling of Membership and Gift Aid.

To maintain excellent standards of personal presentation at all times

- Ensuring site is ready to open and welcome visitors by the set opening time.
- Wearing correct uniform, name badges, or PPE as required.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.
- Working in harmony with other departments; Collections Care, Gardening and site repair employees/contractors.

Financial Responsibilities

- To adhere to all financial procedures to include till operation and banking and safeguarding of monies: to implement amendments to standard procedure as instructions may dictate.

Visitor Services/Retail/Events/Catering/Cashier duties

- To prepare and serve food and drink to customers.
- To ensure good housekeeping of catering kitchens, serveries, seating, front and back of house areas.
- To ensure that retail merchandising is in accordance with NTS policy.
- To assist in achieving site retail/membership/events targets and KPI's.
- To actively upsell products and services to facilitate the visitor's enjoyment.
- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across departments and Fife Properties as needed.
- To assist with the set-up, stewarding and break-down of events in liaison with the management.
- To assist with hospitality and travel trade events. This may include evening work.

Health and Safety

- To ensure site meets with all relevant Health and Safety legislation in liaison with your department manager.
- To ensure that visitors vacate the site at close of business and that the site is secured at end of day.
- To use personal protection equipment as provided and directed by your line manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification 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 and adapt working patterns and tasks to meet the 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.
- Ability to be proactive and to take the initiative.
- Excellent selling skills – adaptable to customer type and product.
- Demonstrable excellent time management skills and the ability to prioritise.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.

Desirable

- Experience in storytelling and a passion for Scottish heritage and history.
- Basic food hygiene certificate.

The Key Responsibilities, Scope of Job, 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 9th February 2025.

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"