

<b>Role:</b> Visitor Services Assistant	<b>Region / Department:</b> South & West
<b>Reports to:</b> Visitor Services Supervisor	<b>Pay Band:</b> Grade 2 Lower, £24,960 pro-rata, per annum (£12 per hour)
<b>Location:</b> Brodick Castle	<b>Type of Contract:</b> Seasonal, part time, various contracts available to October 31 <sup>st</sup> 2025
<b>COST CENTRE:</b> 3BRO	<b>ACTIVITY CODE:</b> SHZ

## KEY PURPOSE

To maximise 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 ensure the smooth and safe operations in Admissions, Tours, Retail, Catering and Events activities making the property the best possible place to visit and work.

## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- To provide a consistently high standard of visitor care at all times.
- Ensuring site is ready to open, welcoming visitors to the site and processing their admission/retail or catering purchase in a friendly, efficient and knowledgeable manner.
- 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, education facilities and the local area.
- Providing information about the site, its history, contents, offers and merchandise.
- Promoting 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 support the operational needs of the business with occasional cross department working such as guiding and café duties.
- Maintain excellent standards of site and personal presentation at all times. Wearing correct uniform, name badges, or PPE as required.
- The general ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting, and polishing when required.
- Reporting all issues of damage and wear and tear, promptly to your Line Manager

## **DIMENSIONS AND SCOPE OF JOB**

- The role is customer facing and the role-holder can expect that the working day will mainly be spent front of house, providing customer service to our visitors.
- The role requires the post holder to work flexible working patterns and hours including occasional evenings, weekends, and public holidays.
- The role works across several departments; retail, catering and admissions and assisting with events and functions when required.
- Will regularly use a wide range of ICT equipment including land-line phone, two-way radio, email, scanner, PC, printer etc.
- Will occasionally use catering equipment including coffee machines, dishwashers, and some cooking equipment.
- Achieve personal key performance indicators and targets as well as driving site targets.
- Catering and retail sales targets met or exceeded with margins achieved.
- Membership targets are met.
- Visitor surveys are promoted, email addresses gathered, and responses recorded.
- Systems of recording all up to date: including allergens, COSHH, cleaning records, stock take and wastage.

## **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 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"

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