

Role: Visitor Services Assistant – Collections Care	Region / Department: South and West
Reports to: Collections Management Officer	Pay Band: Grade 2 Lower, £24,960 pro-rata, per annum £12.00 per hour
Location: Brodick Castle, Arran	Type of Contract: Permanent, part-time 32 hours per week.
COST CENTRE: 3BRO	ACTIVITY CODE: PMZ
<i>Rental accommodation may be available on site.</i>	

JOB PURPOSE

To maximise visitor enjoyment of this property by helping to care for, protect and promote its Nationally Significant Collections and historic Interiors. Providing an efficient and effective service through high standards of Collections care and conservation cleaning based on the needs of the property and its collections.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The Collections Care Assistant is responsible for a wide variety of duties in connection with the care and conservation of the interiors and collections at Brodick Castle. These duties involve the correct handling and conservation cleaning of the collections, in accordance with best-practice at all times, and general housekeeping duties throughout the House.

Specific duties include:

- Best-practice conservation cleaning of the collections (furniture, silver, ceramics, glass, works of art, textiles, rugs, books etc.), using property-specific cleaning plans and approved and recommended methods, materials and equipment.
- Conducting the daily, weekly, monthly, and annual conservation cleaning of the collections & property including the collection storage areas, the visitor route and visitor services areas
- Assisting the property teams to hold functions and events ensuring appropriate conservation standards are upheld.
- Monitoring the condition of the collections, both through routine, informal checking and formal record keeping, reporting any concerns, damage or loss to the Collections Management Officer, the Regional Conservator and the Collections Services Team
- Accessing the Trusts Collections Management Database, Adlib, obtain information about the collections as and when required.
- Contributing to the NTS Integrated Pest Management strategy & assist with required treatments.
- Supported by the Collections Management Officer, ensuring sufficient stocks of conservation materials are maintained

- Assisting the Collections Management Officer to promote the Property and collections using social media and in house activities and events
- Undertaking in-house and external training as appropriate to ensure the highest level of conservation cleaning and collections care is adhered to at the property

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

Please note, it is expected that you may be required to work in other departments such as retail and guiding, during peak trading times to support the operational needs of the site.

SCOPE OF ROLE

People Management

- Not a line manager but will give direction and support to collection care volunteers and student placements at the property as required. Will also work closely with other property colleagues and will have interaction with other technical/specialist advisory colleagues based in other locations and departments.

Finance Management

- Not a budget-holder.

Tools/equipment

- Will be a frequent user of cleaning materials and tools.
- Will be required to work at height on ladders and scaffold as necessary.
- Will be required to access the Trusts Collections Management Database, Adlib, to lookup information on the collections.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the post-holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential

- Personal commitment to excellence in customer care.
- Personal commitment to high standards of conservation cleaning.
- Attentive to detail with an eye for condition, presentation, and finish.
- Must have an appreciation of the importance of the collections at Brodick Castle.
- Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland.
- This is a physical job, which will normally include use of ladders, stepladders, working at heights, lifting, fetching and carrying objects.

Desirable

- Previous housekeeping experience in a Historic House, Museum, etc.

The Key Responsibilities, Scope of Job, and Required 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.

No formal educational qualification required.

Essential

- Sound previous housekeeping experience.
- Be flexible to changing demands of the post.
- Be responsible, thorough and methodical.
- Initiative and the ability to work without supervision, but also as part of a team.
- Personal commitment to high standards of cleaning and maintaining a 5 Star Visit Scotland attraction.
- Attentive to detail with an eye for condition, presentation, and finish.
- Must have an appreciation of the importance of the collections at the Robert Burns Birthplace Museum.
- Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland.
- This is a physical job, which will normally include use of ladders, stepladders, working at heights, lifting, fetching and carrying objects.
- Working flexibly in response to the needs to the business, including evening/weekend work and lone working
- 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

- Previous cleaning experience in 5-star visitor attractions, Museum, etc.
- Clean and current driving license

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 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 2nd 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"