

Role: Visitor Services Assistant – Retail & Admissions	Region/Department: South & West
Reports to: Visitor Services Manager – Retail & Admissions	Pay Band/Starting Salary: Band 2 Lower £12 per hour £24,960 pro-rata, per annum
Location: Threave Garden, Castle Douglas, DG7 1RX	Type of Contract: Permanent – 30 hours per week (would consider 2 people on reduced hours)
COST CENTRE: 3THR	ACTIVITY CODE: VSZ
The post is subject to the standard terms and conditions provided with the application pack. The post will be required to work regular weekends and occasional evenings to suit the business.	

JOB 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 retail and admission and making Threave Gardens & Nature Reserve the best possible place to visit and work.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

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

- Welcoming visitors to the site and processing their admission/retail purchase in a friendly, efficient and knowledgeable manner
- 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 maintain excellent standards of site and 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; food & beverage, housekeeping, gardening, estate 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.

Retail/Admission/Plant Sales and other duties

- To ensure good housekeeping of and back of house areas, including Plant Sales
- To ensure that retail merchandising is in accordance with NTS policy.
- To assist in achieving site 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 sites as needed.

Health and Safety

- To ensure site meets with 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

- Demonstrable experience in a customer-facing role, delivering high levels of customer care through excellent inter-personal skills,
- Experience and confidence undertaking till-work and cash handling/reconciliation.
- Excellent selling skills – adaptable to customer type and product.
- Flexible, helpful outlook to customers and colleagues.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Living the values of the National Trust for Scotland and encourage colleagues to do the same
 - The ability and willingness to understand others' perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
 - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
 - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
 - 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

- Experience using an EPOS system

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 16th 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"