

Job Description

March 2025

Role: Visitor Services Assistant (VSA)	Business Function: North East
Reports to: Visitor Services Supervisor	Pay Band/ Salary: Grade 2 lower £12.60 per hour, £26,208 Pro-rata per annum
Location: Craigievar Castle	Type of Contract: Seasonal (various hours up to 40 / week - minimum 12)
Terms and conditions Variable weekly hours available which will include regular weekend duties and possible occasional evening working.	

PURPOSE OF THE ROLE:

We are looking for enthusiastic, motivated and talented customer focused individuals to join our team at Craigievar Castle.

Situated in Royal Deeside Craigievar is the iconic 'pink' castle and is a popular visitor attraction for tourists and locals alike.

Staff should be passionate about delivering outstanding customer experiences to our visitors and guests and able to maximise opportunities to generate income. It's important that Visitor Service Assistants (VSA's) ensure the property, and its assets are safe and secure. Furthermore, we're looking for team workers who are also able to use their own initiative and are driven to make a difference.

This role is about creating a 5-star visitor experience and providing outstanding customer service.

KEY RESPONSIBILITIES:

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

- Welcoming visitors and promoting the value of Trust membership
- Assisting visitors in selecting and purchasing the most appropriate ticket option
- Ensuring that stock is displayed and that the stock is kept tidy.
- Guiding visitors throughout the property and providing information on its history, its furnishings and inhabitants.
- To provide excellent customer service
- Handling cash accurately and processing sales
- To actively drive-up selling opportunities on membership through strong knowledge and an excellent customer service.
- Be able to take responsibility for your own development and learning.

- Have a flexible approach to working hours and days including working weekend and Bank Holidays as appropriate.
- To work across departments when necessary, supporting the wider team
- To provide consistently excellent customer service when dealing with high volumes of customers and busy periods, including coach visits.
- Adhering to the property's quality standards including wearing of uniform.
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).

SCOPE OF JOB

There are three major roles that we encourage any VSA at Craigievar to do, they are:

- Conducting Guided tours – taking parties of no more than 10 people around the castle and telling them the story of the castle and the families that have lived here. You will receive comprehensive training from experienced guides.
- Shop / admissions – ticket sales are handled in the shop so you will be advising people on the most suitable ticket to buy and where relevant advising them on purchasing membership instead. You will also be responsible for retail sales as well.
- Catering kiosk - you will prepare hot drinks using a 'bean-to-cup' machine and selling a variety of wrapped and packaged snacks. There is no food preparation, but you will be required to keep the kiosk hygienically clean and tidy. You will also need to keep the kiosk stocked. As the kiosk is out with the building of the castle it is deemed to be 'lone working' and therefore not available to staff under 18. (Disclosure Scotland guidelines)

People Management

- Will have regular (daily) interaction with members of the public of all ages and abilities

Finance Management

- Share till reconciliation duties, as appointed by Visitor Services Supervisor.

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, in particular to adapt working patterns and tasks to meet day-to-day 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.

- Excellent selling skills
- Genuine belief in the value of good customer service.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.

Desirable:

- Additional languages
- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills.
- Demonstrable experience in sales or ticket/event/admissions with experience and confidence undertaking till-work and cash handling/reconciliation.
- Excellent cash handling skills.
- Excellent selling skills – adaptable to customer type and product.

The Purpose of the Role, 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
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, "VSA – Craigievar Castle"
