

Job Description

March
2025

Role: Visitor Services Assistant	Region/Department: North East
Reports to: Visitor Services Manager - Operations	Pay Band/ Salary: Grade 2 Lower, £12.60 Per Hour, £26,208 pro-rata, per annum
Location: Fyvie Castle	Type of Contract: 10 hours per week, fixed term contract with an immediate start, ending 31 st October 2025. Variable weekly hours with regular weekend duties and possible occasional evening working.

PURPOSE OF THE ROLE:

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

Situated in the heart of Aberdeenshire, Fyvie Castle is a popular visitor attraction for tourists and locals alike.

Our Visitor Services Assistants are 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 (VSAs) ensure the property, and its assets, are safe and secure. Furthermore, we are looking for team workers who are also able to use their own initiative and are driven to make a difference and work across the property.

This role is about creating a 5-star visitor experience and providing outstanding customer service. This role works across departments in a busy visitor attraction including in our retail spaces, admissions, selling of memberships and delivery of tours on site.

As a front-line ambassador for the National Trust for Scotland, our VSAs promote the ambition of the Trust to provide Nature, Beauty & Heritage for everyone.

KEY RESPONSIBILITIES:

To always provide a consistently high standard of visitor care when:

- Welcoming visitors and promoting the value of Trust membership
- Assisting visitors in selecting and purchasing the most appropriate ticket option
- Working in our retail spaces to sell NTS products and merchandise, including processing retail deliveries, 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.
- Stewarding rooms during high season, providing information on the history of the historic interiors
- Handling cash accurately and processing sales
- To actively drive-up selling opportunities on membership through strong knowledge and 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, as appropriate not limited to weddings, events and our food & beverage offering
- To provide consistently excellent customer service when dealing with high volumes of customers and busy periods, including coach visits. Excellent front of house persona - warm, welcoming, patient and understanding.
- 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

People Management

- Will have regular (daily) interaction with members of the public of all ages and abilities
- Not a line manager but expected to help maintain a safe and welcoming environment for everyone.

Finance Management

- Share till reconciliation duties, as appointed by Visitor Services Supervisor.
- Cash handling and operating an EPOS till.

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, to adapt working patterns and tasks to meet day-to-day property needs.
- Demonstrable time management skills and the ability to prioritise, including the ability to be proactive and to take the initiative.
- Demonstrable experience in sales or ticket/event/admissions with experience and confidence undertaking till-work and cash handling/reconciliation or a willingness to learn.

Desirable:

- Experience in EPOS style till operation.
- Excellent selling skills – adaptable to customer type and product.
- Previous front of house or guiding experience, especially in a historic building
- Foreign language skills
- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills, especially in a commercial setting

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 by Sunday 6th April 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, "VSA-Fyvie"