

Role: Visitor Services Assistant – Castle	Region: South and West
Reports to: Visitor Services Supervisor – Castle	Pay Band/Starting Salary: Grade 2 Lower - £12.60 per hour
Location: Culzean Castle and Country Park	Type of Contract: Fixed term April 2025 to 21 st December 2025
Cost Centre: 3CUZ	Activity Code: VSZ
Available Posts 1 x 21 hours posts (3 days from 7) Until 2nd of November, the above hours apply From 3rd November to 21st December variable hours will apply to assist with Christmas at Culzean	

PURPOSE OF THE ROLE

Culzean Castle is one of Scotland's most loved castles, as one of the Visitor Services team within the castle, you'll ensure that all visitors receive an excellent visitor experience and leave feeling inspired by this magical place. This will be achieved through being welcoming; engaging and knowledgeable; prepared to answer visitors' questions about objects, stories of the castle and its family and the NTS.

The role involves some physical activity and will include standing for periods of time and/or walking through the building undertaking guided tours. Due to the historic nature of the building physical access from the upper levels in the event of an emergency is currently only by stairs.

KEY RESPONSIBILITIES

- Warmly welcome Visitors to the Castle by checking tickets and upselling Guidebooks to enhance their visit.
- Sharing the benefits of Membership with ticket holders and always actively looking at innovative and interesting ways to encourage Membership recruitment.
- Actively promote the work of the NTS and the value of NTS membership to existing and potential members
- Ensure the highest level of customer service ensuring all visitors receive an excellent visitor experience
- Maximise visitor enjoyment and understanding of the property through engaging visitors with the history of Culzean and the Kennedy family
- Delivery of a broad range of high-quality guided tours and talks about Culzean for the public and organised groups
- To deliver a range of engaging school workshops, for all ages and abilities
- Enhance the visitor experience through use of third person costumed interpretation, object handling conservation demonstrations (where applicable).
- Be mindful of security needs of the property and its contents, minimising opportunities for theft or damage through diligent monitoring of visitors and the implementation of security measures (e.g. locking up procedures etc.)
- Be aware of the conservation needs of the property and its contents and minimise the risk of accidental damage through engaging with visitors and the implementation of appropriate conservation measures
- Share in the common responsibility of implementing the Trust's Health & Safety policy, being mindful at all times of health & safety of self, staff, volunteers, and visitors

- Share in the common responsibility for the safe evacuation/management of colleagues and visitors in the event of a fire or security alert or alarm
- Share in the common responsibility for housekeeping duties at the beginning and end of every shift (hoovering and removal of rubbish for example)
- Other reasonable duties as required

SCOPE OF ROLE

People Management

- No line management responsibility but will work closely with other property colleagues and will have interaction with other technical/specialist advisory colleagues based in other locations and departments.
- Will have daily interaction with members of the public of all ages and abilities

Financial Management

- Not a budget holder.

Essential

- A personal commitment to excellence in customer care with the ability to enthuse and motivate others
- Must have enthusiasm for Scottish heritage and in particular family history and history of art/architecture
- Must be a very able and enthusiastic verbal communicator
- Must have sound working experience dealing effectively with a wide range of people in a public situation
- Must have a genuine understanding of and belief in the work of the NTS
- Willing to show commitment and flexibility in work practice
- Ability to be flexible, to adapt working patterns and tasks to meet day-to-day variations in 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 for memberships and guidebooks particularly.
- 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

- Previous cash handling experience
- Historical knowledge of the site and a passion for heritage
- Previous experience or volunteer experience in museum, tourism or conservation sector
- Epos

The Key Responsibilities, Behaviours and 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 13th 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 Castle - Culzean"