

VISITOR SERVICES ASSISTANT

JOB SPECIFICATION

FEBRUARY 2025

Rosslyn Chapel was founded in 1446 by Sir William St Clair. The beauty of its setting, in rural Midlothian, and the mysterious symbolism of its ornate stonework have inspired, attracted, and intrigued writers, artists and visitors ever since.

In 1995, The Rosslyn Chapel Trust was established to oversee the continuing programme of conservation of one of Scotland's most interesting & unique visitor attractions. We are looking for enthusiastic, welcoming & passionate people to join our Visitor Services team this summer, working between the Chapel and our Visitor Centre.

Reports to:	Visitor Services Manager
Role:	Visitor Services Assistant
Contract:	1 <sup>st</sup> April to 31 <sup>st</sup> October (Fixed Term)
Working Hours:	Part-Time Contracts (6 – 28 hours per week) (including regular weekends & some evenings)
Duties:	<ul style="list-style-type: none"> <li>• Develop a working knowledge of the Chapel's history and act as an ambassador for the Trust.</li> <li>• Provide short information talks to visitors in and around the Chapel.</li> <li>• Answer questions about the Chapel, the local area &amp; provide information to visitors.</li> <li>• Liaise with tour companies and external guides to ensure smooth onsite operation for all visitors.</li> <li>• Meet and greet tour groups to explain our guiding policy and restrictions.</li> <li>• Maintain a good working knowledge of the displays and interactive units in the Visitor Centre to assist visitors.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Processing of ticket &amp; shop sales inside the visitor centre using the Beyonk Ticketing &amp; EPOS Now Retail systems.</li><li>• Cash handling.</li><li>• Pricing, Restocking &amp; Merchandising of retail items in visitor centre shop.</li><li>• Effective understanding of stock management, including stock rotation.</li><li>• Carry out tidying and cleaning duties within the visitor centre &amp; Chapel to ensure site is clean &amp; tidy for our visitors.</li><li>• Changing candles inside the Chapel, regular checking of fabric wear &amp; tear and reporting of any damage.</li><li>• Ensure the Chapel &amp; grounds are clear of visitors &amp; lights are off at the end of each working day.</li><li>• Work effectively as part of a small team &amp; support fellow team members.</li><li>• Continued learning and research to maintain and extend knowledge of the Chapel and its history.</li><li>• Work in the Chapel &amp; Visitor Centre for some evening events, including serving drinks &amp; canapes.</li><li>• Carry out any other duties that may reasonably be required including covering for staff sickness &amp; holidays.</li></ul> |
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