

<b>Role:</b> Visitor Services Assistant	<b>Region / Department:</b> South & West
<b>Reports to:</b> Visitor Services Supervisor	<b>Pay Band:</b> Grade 2 Lower, £12.60 per hour
<b>Location:</b> Brodick Castle	<b>Type of Contract:</b> Fixed-Term Seasonal, part time, various contracts available April to the end of October.
<b>COST CENTRE:</b> 3BRO	<b>ACTIVITY CODE:</b> SHZ/VSZ

## KEY 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 at Brodick Castle, Gardens and Country Park, making the property the best possible place to visit and work.

## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

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

- Ensuring site is ready to open, welcoming visitors to the site and processing their guiding, retail, admission or catering purchase in a friendly, efficient and knowledgeable manner.
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcoming International visitors and aiding with specific needs.
- Welcoming groups in an efficient and warm manner.
- Answering visitors' queries about the site, education facilities and the local area.
- 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 support the operational needs of the business with occasional cross department working such as guiding and retail.

### Maintain excellent standards of site and personal presentation at all times.

- Wearing correct uniform, name badges, or PPE as required.
- The general ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting, and polishing when required.
- Reporting all issues of damage and wear and tear, promptly to your Line Manager

## 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:**

- 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.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona - warm, welcoming, patient and understanding.
- 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 as required.

#### **Desirable:**

- Demonstrable experience in a customer-facing role or hospitality role, delivering impeccable customer care through excellent inter-personal skills.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- Excellent selling skills – adaptable to customer type and product.

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](mailto:workforus@nts.org.uk), by the 27<sup>th</sup> 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 - Brodick"

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