

<b>Role:</b> Visitor Services Assistant	<b>Region:</b> South & West
<b>Reports to:</b> Visitor Services Supervisor	<b>Pay Band:</b> Grade 1- £13.45 per hour
<b>Location:</b> Geilston Gardens, Dumbarton, G82 5HD	<b>Type of Contract:</b> Fixed-Term Until November 2026. Part-Time, 8 Hours Per Week. Varied Working Pattern.
<b>COST CENTRE (e.g.:3CUZ) 3GEM</b>  <i>Please note this is required so the People Team can correctly allocate this role to the relevant cost centre.</i>	<b>ACTIVITY CODE (e.g.: VSZ): VSZ</b>  <i>Please note this is required to allow the system (PeopleXD) to allocate the salary to the correct centre.</i>

### **JOB PURPOSE**

To ensure the smooth and safe operations in Admissions, Catering and Events activities making the property the best possible place to visit and work and that site and its' assets are safe and secure.

We are looking for talented and customer focused individuals to join our team and to help us make Geilston Garden a 5\* Visitor Attraction and who have experience or a keen interest in Visitor Experience and Scotland's' Natural Heritage.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

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

- welcoming visitors to the site and processing their admission/retail 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 Equality Act
- welcoming international visitors and aiding with specific needs.
- welcoming large groups in an efficient and warm manner
- answering visitors' queries about the site, education facilities and the local area.
- housekeeping duties
- assisting in the day-to-day running of a small catering offer
- 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 maintain excellent standards of site and personal presentation at all times -**

- 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 where required.
- Ensuring site is ready to open and welcome visitors by the set opening time.

- wearing correct uniform, name badges, or PPE as required.
- reporting all instances of damage and wear and tear issues promptly to your line manager.
- working in harmony with other departments; housekeeping, gardening, grounds maintenance and site repair employees/contractors.
- to work towards and achieve weekly membership and visitor data targets.

### **Financial Responsibilities -**

- To adhere to all financial procedures to include cash/card payment and banking and safeguarding of monies: to implement amendments to standard procedure as instructions may dictate.
- To actively upsell products, services and memberships to facilitate the visitors' enjoyment.

### **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 protective equipment as provided and directed by your line manager.
- This job will involve lone work so all applicants must be over 18.

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Qualifications**

#### **Desirable**

- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent interpersonal skills.
- Demonstrable experience in a customer-facing role, delivering impeccable customer care and food safety standards.
- Demonstrable experience in sales or ticket/event/admissions with experience and confidence undertaking till-work and cash handling/reconciliation.
- Excellent cash handling skills.
- Excellent "front of house" persona – warm, welcoming, patient, understanding.
- Excellent selling skills – adaptable to customer type and product.
- Flexible, helpful outlook to customers and colleagues

***The Purpose, Context, Key Responsibilities, and Person Specification 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.***

## **HOW TO APPLY**

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 Sunday 31<sup>st</sup> May 2026.

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 – Geilston"