|  |  |  |
| --- | --- | --- |
| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab | **Job Description** | 2024 |
| **Role:** Visitor Services Assistant – Collections Care | **Region / Department:** Edinburgh & East |
| **Reports to:** Visitor Services Supervisor (Collections Care) | **Pay Band:**  Grade 2 lower, £24,960 pro-rata, per annum |
| **Cost Centre**: 3KEC | **Activity Code**: PMZ |
| **Location**: Kellie Castle | **Type of Contract:** Permanent, 40 hours per week |

**JOB PURPOSE**

To help maximize our visitors’ enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimizing opportunities to generate income and ensuring that the site and its assets are safe and secure.

Specifically, to provide an efficient, reliable service and high standards in collections care and general cleaning at the Castle at all times. Working 5 days out of 7, which will include weekend working during the open season, and occasional evenings to support events.

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

# To carry out a wide range of collections care duties as directed by the Visitor Services Supervisor Collections Care:

* In line with current NTS best practice, clean and care for the collection of furniture, books, artworks, glass, ceramics, metals, textiles, other objects and historic interiors.
* Ensure all public areas are kept clean, hygienic and tidy at all times.
* Work as part of a team ensuring collections care across all Fife properties.
* Keep up to date and accurate conservation records in liaison with your line manager.
* Help to ensure the NTS Integrated Pest Management regime is in place and monitored.
* Help to ensure Emergency Plans and related equipment is up to date and take an active role in staff training in liaison with your line manager across all cluster properties.
* Take an active role in ‘conservation in action’ programmes across all cluster properties.
* Ensure collections care, cleaning and conservation materials are available, properly maintained and stored.

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

* Deliver excellent customer care (internal and external) to foster a friendly and inviting atmosphere for visitors, staff and volunteers.
* Support the Trust’s obligations to minimize impact on the environment, through e.g. efficient use of water/heat/light, recycling and the disposal of waste, considered use of transport.

**To maintain excellent standards of personal presentation at all times:**

* 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 the Regional Team, other property departments; visitor services, retail, gardening, catering and site repair employees/contractors.

**Visitor Services/Events:**

* To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
* To work flexibly across all Fife properties as needed.
* To assist with the set-up, stewarding and break-down of events in relation to collections across all Fife properties in liaison with your line manager and the site duty manager.

**Health and Safety:**

* To ensure site meets with Health and Safety legislation in liaison with your line manager.
* 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

* Experience of providing excellent customer care.
* A good team player.
* A flexible approach to work, multi-tasking and working with staff across various departments.
* Good time management.
* A strong eye for detail.
* Good interpersonal and communications skills.
* Valid UK driving license.
* Willingness to learn new techniques & activities, e.g. collections care, object handling etc.

Desirable

* Demonstrable experience in collections care or cleaning within historic buildings.
* Good understanding of preventive conservation and environmental monitoring.
* An interest in history, conservation and the care of collections.
* Experience of working with volunteers.
* Knowledge of Health and Safety and emergency procedures.

**DIMENSIONS AND SCOPE OF JOB**

Tools / equipment / systems

* All equipment and cleaning materials are provided.
* Conservation and collections care training will be provided.
* This job involves lifting and carrying, working at height and use of ladders & scaffold towers.

Workplace context

* This role is primarily based at Kellie Castle but will include regular travel to Hill of Tarvit Mansion House and Falkland Palace to support collections care within the cluster, as well as to attend work related activity at other locations.
* Kellie Castle is a building spread over five floors linked by staircases but no lift.
* This job does not require you to undertake a criminal records check.

**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, by Sunday 26th May 2024

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 "Gardener - Culzean"