

<b>Role:</b> Visitor Services Assistant – Admissions	<b>Region / Department:</b> South and West
<b>Reports to:</b> Visitor Services Manager	<b>Pay Grade:</b> Grade 2 Lower £24,960 pro rata, per annum
<b>Location:</b> Culzean Castle and Country Park	<b>Type of Contract:</b> 24 Hours per week, Seasonal contract, ending 3 <sup>rd</sup> November 2024 (to include weekend working)
<b>COST CENTRE:</b> 3CUZ	<b>ACTIVITY CODE:</b> VSZ

### **JOB PURPOSE**

To welcome visitors to the property, promote and sell Trust Membership, sell admissions tickets and control visitor entry/flow, facilitating their access and enjoyment to Culzean Castle and Country Park.

A Visitor Services Assistant is crucial to our visitors' "first impression" of the property and in establishing and maintaining the Trust's reputation as a guardian of Scotland's heritage and as the organisation that actively wants people to engage with and enjoy the properties it cares for. As you will be working in a customer-facing role, this means you will directly engage with visitors on arrival (and often at departure) so excellence in customer care is paramount, as you will be responsible for ensuring you are providing our Visitors with the best entry options (Membership, admissions tickets, guidebooks). The Visitor Services Assistant is expected to meet (if not exceed) sales targets for, particularly Memberships and Guidebooks. You are also expected to be knowledgeable and actively engage with our visitors and provide general "tourist information" for the locality and other nearby Trust properties.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

This is a key role to deliver a high-quality visitor experience at Culzean Castle and Country Park (including but not limited to):

- To provide excellent customer service.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed including responding to customer enquiries, answering the telephone, recording statistics, cleaning Paybox at the end of the day and ensuring the entrance is secure at the end of the day.
- Working with the Visitor Services Supervisor and the rest of the Visitor Services Team to deliver membership targets and KPI's
- Cash reconciliation duties including end of day administration tasks. Ensuring cash is handled accurately according to our cash handling procedures.
- To ensure high levels of accuracy are maintained for all transactions and data recording
- To actively ensure all selling opportunities are touched on through strong product knowledge and an excellent customer service to maximise sales of admission tickets, membership and donations.
- To develop a working knowledge of the history of the site and being able to relate that to visitors in a friendly and engaging way
- To provide consistently excellent customer service when dealing with high volumes of customers
- Adhering to the property's quality standards
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

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

### **Experience**

#### Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, in particular 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
- 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, 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.

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### **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 Sunday 16th June 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"