

Role: Visitor Service Assistant	Business Function: Edinburgh & East
Reports to: Visitor Services Manager, House of the Binns	Pay Band/Starting Salary: Grade 2 Lower, £24,960 pro-rata, per annum (£12 per hour)
Location: House of the Binns, Linlithgow, West Lothian, EH39 4NZ	Type of Contract: Various hours Fixed term / Seasonal March – October 2025
Terms & Conditions: a flexible approach to working hours is required particularly during peak season. Rotas will include weekend work.	

PURPOSE OF THE ROLE

To maximise our visitors' enjoyment of House of The Binns by maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure. To ensure the smooth and safe running of operations in Admissions, Tours and Event activities.

To provide the highest degree of customer service: greet and welcome all visitors to the property; deliver engaging one hour long guided tours three – four times a shift; recruit new Trust members and promote fund-raising initiatives; deliver appropriate admissions procedures; and provide general visitor information.

Please note that the job involves some physical activity in the form of periods of standing, walking, ascending and descending stairs etc.

Some flexibility will be required as to when hours are worked and **regular weekend** working will be expected.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This role will assist the property team in delivering a high-quality visitor experience at House of the Binns (including but not limited to):

- Providing excellent customer service.
- Delivering engaging one hour long guided tours of the House of the Binns (potentially three – four times a shift)
- Be responsible and proactive. Ensuring all day-to-day tasks are completed including responding to customer enquiries, answering the telephone, cleaning, recording statistics etc.
- 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.
- Handling cash accurately and processing sales across all platforms.
- To ensure perpetually high levels of accuracy are maintained for all transactions and data recording.
- To actively drive-up selling opportunities through strong product knowledge and excellent customer service to maximize sales of admission tickets, membership and donations.
- Cash reconciliation duties including end of day and administration tasks.
- Be able to take responsibility for your own development and learning.
- Taking booking enquiries and process appropriately.
- Adhering to the property's quality standards including wearing of well-maintained uniform.
- Assisting in internal and external activities as required during event days at the House of the Binns.
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines.

This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role involves regulated work with children.

REQUIRED QUALIFICATIONS, 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, 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.
- Genuine belief in the value of good customer service.
- Excellent interpersonal, public speaking communication skills.
- Demonstrable time management skills and the ability to prioritize.
- Ability to be proactive and to take the initiative.

Desirable

- Previous cash handling experience.
- Foreign language skills.
- Historical knowledge of the site.

DIMENSIONS AND SCOPE OF JOB

People Management

- The Property team consists of a Visitor Services Manager and Visitor Services Supervisor and seasonal assistants.
- There are no line management responsibilities for this role, but this role works closely with volunteers and members of the wider site team.
- This role involves working with members of the public of all ages and abilities on a daily basis

Finance Management

- This role will involve cash reconciliation duties as appointed by the Visitor Services Supervisor.

Tools / equipment / systems

- There will be the occasional use of cleaning chemicals.
- This role will involve manual handling.
- Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety)

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 9th February 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 "Gardener - Culzean"