

<b>Role:</b> Visitor Services Assistants	<b>Region:</b> Edinburgh & East
<b>Reports to:</b> Visitor Services Manager	<b>Pay Grade:</b> Grade 2 Lower, £12.60 per hour
<b>Location:</b> Kingarrock Hickory Golf Course at Hill of Tarvit	<b>Type of Contract:</b> Seasonal to 31 October 2025, up to 40 hours per week
<b>Cost centre:</b> 3HIT	<b>Activity:</b> OTZ
<b>Terms and conditions</b> The role includes regular work on Saturdays and Sundays and evenings. Active promotion of Kingarrock via social media is also a requirement.	

### **PURPOSE OF THE ROLE**

To manage and deliver a professional and enjoyable visitor experience at The Kingarrock Hickory Golf Course in line with the wider strategies of the National Trust for Scotland and the property. You will assist in the development & delivery of the golf operations. You will also assist the Visitor Services Supervisor in the delivery of events, both at the golf cottage and in the mansion house.

Duties will include welcoming golfers and collecting green fees as well as taking bookings over the telephone, by email and in person. There is also a small catering facility in the golf cottage and the service of food & beverage is a requirement of this role. The successful candidate will also assist with the marketing and promotion of the golf course online and good IT skills are required. Hours are worked on a rota system which includes evening and weekend work. Due to the nature of the post the successful candidate will be expected to work outdoors on a regular basis.

### **KEY RESPONSIBILITIES:**

- To ensure the delivery of the golf experience to a high standard.
- Serving food & beverage both to golfers and other members of the public.
- To maintain an active and prominent presence during service periods.
- To ensure that the golf facility and associated equipment is maintained and presented to a high standard.
- Daily cleaning of the kitchen facility and good hygiene practices at all times, including temperature checks.
- Proactively support the sale of retail products in the Golf Facilities, and liaise with property management over stock and point of sale.
- Responsibility for opening and closing and security of the Golf Starter Cottage, and any other relevant areas
- Maintaining and developing Kingarrock's Social Media presence.
- Assist at Hill of Tarvit Mansion House as required and occasionally at other properties.

### **Customer Service:**

- To be engaging and knowledgeable about Hickory Golf, Kingarrock & Hill of Tarvit, and to be aware of the products and services on offer.
- To present a short introduction about the history of golf and Kingarrock golf course.
- Assure a welcoming and cheerful presence for visitors to the catering facility, golf and other members of the public.
- To work hands-on with management and other departments in the planning and the delivery of products and events.
- Make customers aware of conservation and sustainability on the estate.

### **Health & Safety:**

- To ensure site meets with all relevant Health and Safety legislation in liaison with your department manager.
- Make sure that customers to the catering facility are aware of allergens.

- To ensure that visitors vacate the site at close of business and that the site is secured at end of day.
- To use PPE as provided and directed by your line manager.

## **SCOPE OF THE ROLE**

### **People:**

- To work closely with colleagues and volunteers to ensure coverage of the golf operations from March to October.

### **Financial:**

- To adhere to all financial procedures to include till operation and banking and safeguarding of monies: to implement amendments to standard procedure as instructions may dictate.

**The current duties of this job require a criminal records (Disclosure Scotland) check to be carried out.**

## **SKILLS, EXPERIENCE & KNOWLEDGE**

### Essential:

- Demonstrable ability to deal with international golfers.
- A real passion for customer service.
- Experience of working in a hospitality environment including the service of food or a willingness to learn.
- Ability to work effectively and efficiently, with well-developed time management and organisational skills.
- Knowledge of BRS booking system and Microsoft Office or willingness to learn.
- Social media skills.
- Golfing skills and ability to introduce non-golfers to playing with Hickory Clubs.
- Excellent cash handling skills.
- Upholding the values of the National Trust for Scotland and encourage colleagues to do the same:
  - The ability and willingness to understand others' perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
  - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
  - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
  - A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

### Desirable:

- Successful background in a golfing environment.
- Knowledge of Hickory Golf.
- A desire to research and learn more about the history of golf, golf-related subjects and the history of the Hill of Tarvit estate.
- Working knowledge of (hickory) golf rules.
- Knowledge or desire to learn about hickory club repairs, re-gripping etc.

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 Sunday 30<sup>th</sup> March 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 – Hill of Tarvitt"