

Role: Visitor Services Assistant – Estates	Region / Department: North East
Reports to: Head Gardener, Fyvie Castle	Pay Band: Pay Band 2 Lower, £12.60 Per Hour £26,208 Pro-rata, per annum
Location: Fyvie Castle	Type of Contract: Permanent, full time

JOB PURPOSE

This job is necessary to help the National Trust for Scotland properly care for the cultural landscape and natural heritage of the established site at Fyvie Castle through directly carrying out skilled estate maintenance work including path maintenance, vegetation control and general building and estate structures maintenance.

The Gardens Team plays a pivotal role ensuring that the Fyvie Management plan is realised and that we ensure safe access for over 80,000 visitors per year to our estate.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Ensuring a high standard of health and safety practice is followed while undertaking practical maintenance and conservation at Fyvie Castle
 - Ensure you follow all relevant and appropriate Health and Safety Risk Assessments and activity procedures.
 - Complete all relevant Health, Safety and Welfare logs relevant to your work and ensure compliance with COSHH
 - Assist in delivery of all operations to ensure, where relevant and practical, the property is managed to reduce risk to the visiting public.
 - Have an awareness of specific environmental risks relevant to working on the property, e.g. Lyme's disease.
- Carry out essential estate maintenance and minor repairs to a high standard – this will include;
 - Small scale repairs to fences, benches, gates and other countryside furniture
 - Upkeep of estate and ground around buildings in line with expected presentation standards of a grand historic home
- Using and maintaining equipment and vehicles safely
- Day to day upkeep of the estate
- Undertaking conservation work while following guidelines and regulations around listed buildings and areas of archaeological interest
- Interacting with visitors at the site to communicate key visitor safety messages and act as a positive ambassador for the site and the NTS
- Work with and supervise volunteers in a safe and responsible manner helping them to maximize their input to the work needed at the site and their enjoyment of the experience
- Support community engagement projects and ecological surveys on site to improve landscape management

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Demonstrable ability to work in all weathers, and to cope with a rigorous working environment
- Capable of working within a small, dedicated team while also self-motivated and capable of working with the minimum of direction (though willing to seek appropriate professional advice when necessary).
- Demonstrable experience of delivering a wide range of estate-based services and landscape works
- Practical knowledge of Health and Safety processes and procedures and the ability to work effectively within these processes
- Competent IT skills to maintain records, communicate with volunteer groups etc.
- Full UK driver's license

Desirable

- Experience of estate work at a heritage organisation or busy site which is open to the public
- Experience of working with groups of volunteers
- Experience and skill in fencing and other estate skills with heavy machinery
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Towing license
- LANTRA tickets for brush cutter, chipper or chainsaw or willingness to train, and exercise that training

DIMENSIONS AND SCOPE OF JOB

People Management

- The post-holder is not a line manager but will assist in the supervisory role with volunteers.
- Not responsible for contractor management but will be expected to assist in co-ordinating contractor activity on site.

Finance Management

- No financial management.

Tools / equipment / systems

- This role frequently uses hand-tools such as spades, pinch-bars, mattocks, and various fencing tools.
- this role will be required to drive the work vehicle and an ATV
- This role regularly uses powered tools and machinery, particularly a petrol driven brush cutter, chipper, and strimmer.
- Dependent on qualifications, this role may at times use a chainsaw.
- This role regularly uses the Trust's email and CoreHR systems.

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 30th 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 Estates - Fyvie"
