

<b>Role:</b> Visitor Services Assistant	<b>Region / Department:</b> Highlands and Islands
<b>Reports to:</b> Property Manager/Senior Ranger	<b>Pay Band/Starting Salary:</b> Grade 2 Lower, £26,208 (pro-rata); or £12.60 per hour
<b>Location:</b> Ben Lawers National Nature Reserve	<b>Type of Contract:</b> Fixed term April – September 2025, part-time up to 20 hours per week, 4 hours per day mornings only.
<b>Note</b> <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: Must be available to work weekends. This is an outdoor physical role that will include lifting, fetching and carrying objects.</i>	

## **JOB PURPOSE**

Ben Lawers NNR is the most important mountain area in the UK for rare arctic-alpine plants, some of which occur in few other locations. It is also a popular recreational destination, with over 40,000 visitors a year heading for the summits.

We are looking for a part-time Visitor Services Assistant to be an enthusiastic and effective part of the team, contributing to the smooth operation and conservation of Ben Lawers NNR. You will maximise visitors' enjoyment of the Reserve by maintaining our public facilities to excellent standards, making them feel welcome by offering information and advice, and promoting the Scottish Outdoor Access Code (SOAC). You will support our rangers in ensuring the Reserve and its assets are protected, safe and secure, and assisting at events when required.

The role will be ambassadorial, building awareness and support for the National Trust for Scotland leaving those you meet with a desire to respect, protect, and enjoy the special natural environment and an understanding of how they can help to contribute their support to the property. It will require you to be outside for most of the time, to walk low level trails, carry out maintenance with hand tools and possibly a strimmer. There will be a requirement for lone working, but you may also work alongside other staff and volunteers.

The ability to engage with the public in a friendly manner is vital for the role, and general knowledge of the area, hillwalking and/or natural history would be an advantage.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

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

- Welcoming visitors to the property in a friendly, efficient and knowledgeable manner, answering queries and providing information about it, and the local area.
- Provide a positive visitor experience by assisting with car parking at peak times, patrolling popular access points, property checks, events and onsite activities when required.
- Promoting the National Trust for Scotland brand to include selling memberships, events, upselling other properties and any promotional campaigns.
- Welcoming visitors with special needs/impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcoming international visitors and aiding with specific needs.

**To maintain excellent standards of site and personal presentation at all times**

- To assist with the general ongoing operational servicing, maintenance and delivery of visitor facilities across the property, including our car park, other outlying informal parking areas and low-level trails on the property.
- Ensuring the property is clear of debris, rubbish etc and that signage is befitting of a Trust property.
- Wearing branded clothing and name badge, when on site.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.
- Participate in a "Duty" rota as required to ensure that visitor's needs out with normal working hours are supported.

**Financial Responsibilities (where applicable)**

- To adhere to all financial procedures to include collection and safeguarding of monies from car park machine; to implement amendments to standard procedure as instructions may dictate.
- To collect donations using a hand-held terminal.

**Other duties (where applicable)**

- To collect and record visitor data and impacts.
- To assist in achieving site events targets and KPI's.
- To actively upsell products and services to facilitate the visitor's enjoyment.
- To work flexibly to support colleagues as needed.

**Health and Safety**

- To ensure site meets with Health and Safety legislation in liaison with your line manager.
- To use personal protective equipment (PPE) as provided and directed by your line manager.

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

- No formal educational qualification required.

**Skills, Experience & Knowledge****Essential**

- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills and personal standards.
- Excellent "front of house" persona – warm, welcoming, patient, understanding.
- Excellent time management skills and the ability to prioritise.
- Flexible, helpful outlook to customers and colleagues.
- The ability to think and act quickly when confronted with emergencies.
- Full UK driving licence and access to own transport.
- Experience of cash handling.

**Desirable**

- General knowledge of natural history and conservation, especially related to the uplands.

- A passion for hill walking in the Scottish mountains
- Hands-on experience of practical estate management.
- Certification for use of strimmers and brushcutters.
- Recognised First Aid Qualification
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.

**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 a completed application to People Team (Applications), by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by **Friday 18<sup>th</sup> April 2025**.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled with 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: "VSA – Ben Lawers"