

Role: Visitor Services Assistant (VSA) - Catering	Region / Department: The Hill House – South & West
Reports to: Visitor Services Supervisor	Pay Band: Grade 2 Lower, £12.60 Per Hour
Location: The Hill House, G84 9AJ	Type of Contract: Part time, Various hours. Fixed term until 31 st October 2025.
Cost Centre: 3HIH	Activity Code: TRZ

Purpose of the role

The National Trust for Scotland opened stage one of a ten-year conservation program in summer 2019. The Hill House is now protected by a steel frame structure which incorporates walkways over the house and a new visitor center and café which delivers a unique heritage visitor experience.

We are looking for talented and customer focused individuals to join our team and to help us make The Hill House a 5* Visitor Attraction

We are looking for people who have experience or a keen interest in Catering.

KEY RESPONSIBILITIES

To provide a consistently high standard of visitor care when -

- Welcoming visitors to the café and working in an efficient and knowledgeable manner
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Equality Act.
- Answering visitors queries about the catering offer
- Promoting the National Trust for Scotland and the benefits of membership.

To maintain excellent standards of site and personal presentation –

- Ensuring the café is fully stocked and set up daily
- Wearing correct uniform, name badges, or PPE as required
- Working in harmony with other departments within the property

Financial responsibilities -

- To adhere to all financial procedures to include till operations and cash reconciliation duties

- Help achieve sales targets and membership recruitment targets
- Upsell products within the café
- Actively feedback visitor comments to line managers to improve offer, service and operation

Health and safety –

- To ensure the site meets with the Health and Safety legislation in liaison with your department manager
- To ensure that visitors vacate the site at close of business and site is secured at end of the day

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential -

- Ability to work within a team, with minimal supervision, to a high and safe standard
- Ability to be flexible and adapt to various working patterns
- 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
- Ability to be proactive and to take the initiative
- Excellent personal presentation

Desirable –

- Demonstrable experience in sales, EPOS systems and cash handling/reconciliation
- Experience in a customer facing role
- Catering experience

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 11th May 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 Catering – Hill House."