

Role: Visitor Services Assistant - Retail	Region / Department: North East
Reports to: Visitor Services Supervisor - Retail	Pay Band: Grade 2 Lower £26,208 pro-rata, per annum
Location: Crathes Castle, AB31 5QJ	Type of Contract: Fixed Term until November 2025 20 Hours Per Week

JOB PURPOSE

We are looking for an enthusiastic individual to join our team, helping to make our properties the best possible places to visit and work.

To maximize our visitors' enjoyment of Crathes Castle, staff should be passionate about delivering an outstanding customer experience to our visitors and guests and able to maintain excellent standards of service, optimizing 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 primarily focusing on admissions, retail and Food and Beverage operations.

To provide a 5 star visitor experience: greet and welcome all visitors to the property; recruit new Trust members and promote fund-raising initiatives; deliver appropriate admissions procedures; and provide general visitor information.

We are looking for team workers who are also able to use their own initiative and are driven to make a difference.

Please note that the job involves some physical activity in the form of periods of standing, walking, etc. Some flexibility will be required as to when hours are worked and weekend working will be expected.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This role will assist the admissions, retail and catering teams in delivering a high-quality visitor experience at Crathes Castle Estate (including but not limited to):

- Welcoming visitors and promoting the value of Trust membership
- Providing excellent customer service-assisting in selecting and purchasing the most appropriate ticket option.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed including responding to customer enquiries, answering the telephone, cleaning, recording statistics etc.
- Processing retail deliveries, ensuring that stock is displayed and kept tidy.
- 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.
- Working with the Guides and supporting with tours.
- Cash reconciliation duties including end of day and administration tasks.

- Be able to take responsibility for your own development and learning.
- Have a flexible approach to working hours and days including working weekend and Bank Holidays as appropriate
- Taking booking enquiries and process appropriately.
- 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.
- Adhering to the property's quality standards including wearing of uniform.
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

No formal educational qualifications required – full training will be given.

Essential

- Excellent literacy and numeracy ability – preferably with previous cash-handling / form-filling work experience.
- Sound, demonstrable experience dealing with a wide range of people – preferably in a public situation.
- Excellent empathetic skills and be a very able communicator (especially through the spoken word).
- A genuine understanding of, and belief in, the work of the National Trust for Scotland.
- Enthusiasm for Scottish heritage
- Demonstrable working experience dealing with a wide range of people – preferably in a public situation.
- Excellent communication skills (especially through the spoken word).
- Able to demonstrate a flexible approach to work.
- Demonstrable experience of working equally well on own initiative and within a team environment

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 Supervisors. 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 Manager.

The Purpose, Context, Key Responsibilities, and Person Specification 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 their 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 18th 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 Retail – Crathes."