

<b>Role:</b> Visitor Services Assistant (VSA) - Engagement	<b>Region / Department:</b> Highlands and Islands
<b>Reports to:</b> Visitor Services Manager (VSM) - Engagement	<b>Pay Grade:</b> Pay Band 2 Lower, £26,208 pro-rata, per annum (£12.60 per hour)
<b>Location:</b> Culloden Battlefield Visitor Centre Cluster	<b>Type of Contract:</b> Fixed Term to October 2025 40 Hours Per Week
<b>Terms and conditions</b> Hours of work: variable hour contracts available and additional time to suit the needs of the business: this will include regular weekend duties and occasional evening working. All contracts are on a seasonal basis.	

## **JOB PURPOSE**

As a front-line member of the Engagement team your job is give an amazing welcome and tell the story of the Culloden Battlefield. You will be working in the gallery delivering handling workshops, delivering daily tours in the peak season, costumed presentations and facilitating school and military programmes as well as supporting in other departments.

This role is key to the visitor experience; your role is to put smiles on faces and ensure our visitors have an amazing visit.

### *Benefits include*

- Cycle to Work Scheme – offering excellent discounts on bicycle costs
- Up to £50 towards the cost of your glasses or contact lenses if you need them for work
- Staff discounts through Reward Gateway, our online employee discount scheme – offering a variety of discounts on a wide range of high street retail brands
- 10% discount from the rental price (excluding the booking fee and any other ancillary charges) on all self-catering holiday accommodation managed by our partner Sykes Holiday Cottages
- Your employee card gives free entry to you, any of your children under the age of 18 and one other adult to National Trust for Scotland and National Trust properties, as well as a 20% discount on most purchases in National Trust for Scotland retail outlets.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

This role will assist the Engagement team to deliver high quality visitor experience at Culloden Battlefield, and across the Culloden Cluster (including but not limited to):

- Deliver daily high quality informal and formal engagement programming
- Develop strong historical knowledge of site and wider area
- Be responsible and proactive. Ensuring all day-to-day tasks are completed including record keeping and reporting figures, cleaning, and basic administration as required.
- To provide consistently excellent customer service when dealing with high volumes of customers
- Cash reconciliation duties including start and end of day tasks, must have experience handling cash accurately and processing sales

- 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.
- To work across departments when necessary, supporting the wider Culloden cluster
- Adhering to the property's quality standards including but not limited to the 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).
- Promoting National Trust for Scotland brand to include our Membership scheme, events, upselling other properties and any promotional campaigns, being proactive in the selling of Membership and Gift Aid.

This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role involves regulated work with children / vulnerable adults.

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

### **Qualifications**

#### **Essential**

- Practical experience or degree in relevant subject

#### **Desirable**

- First Aid certificate
- Driving License, valid for driving within the UK
- Retail and or Café experience

### **Experience**

#### **Essential**

- Excellent communication skills and interpersonal skills
- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, to adapt working patterns and tasks to meet day-to-day variations in property needs.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona - warm, welcoming, patient and understanding.
- Demonstrable time management skills and the ability to prioritise
- Ability to be proactive and to take the initiative.
- Public speaking skills

#### **Desirable**

- Relevant experience in museum, tourism, hospitality, or equivalent sector
- Understanding of varied approaches to learning
- Understanding of the needs of learners of all ages, abilities and interests
- Cash handling experience

## **DIMENSIONS AND SCOPE OF JOB**

### **People Management**

- ♦ The Engagement team consists of a Visitor Services Manager (Engagement) and a Visitor Services Supervisor (Engagement); 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 (Engagement).

#### Tools / equipment / systems

- ♦ There will be the occasional use of cleaning chemicals.
- ♦ This role will involve manual handling.
- ♦ Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety)

#### Workplace context

- ♦ Culloden Battlefield Visitor Centre includes the visitor centre, Leanach cottage and the battlefield itself. This role includes delivering guided tours outdoors in a variety of weather conditions.
- ♦ Abertarff House is the oldest house in Inverness and the role will require the post holder to work across departments

#### Example key performance indicators and targets

- ♦ This role will be involved in the recording of accurate visitor statistics for the Engagement team.
- ♦ This role will be involved in delivering excellent customer service

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).

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 Engagement – Culloden."

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