

Role: Visitor Services Assistant (VSA) – Food & Beverage	Region/Department: South & West
Reports to: Visitor Services Manager/Visitor Services Supervisor	Pay Band/Starting Salary: Grade 2 lower, £12.60 per hour
Location: Culzean Castle & Country Park, KA19 8LE	Type of Contract: Part-time, Fixed-Term until September 2025.
COST CENTRE: 3CUZ	ACTIVITY CODE: TRZ
The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply. AVAILABLE POSTS: 2	

JOB PURPOSE

At the National Trust for Scotland’s stunning Culzean Castle, we’re seeking energetic, cheerful, and hard-working individuals to join our outstanding Food and Beverage team.

While prior experience is an advantage, it’s not essential—full training will be provided. What matters most is your ability to engage with our guests, making them feel welcomed and valued from the moment they arrive until their departure. This role is crucial in delivering exceptional service across our food outlets, helping visitors create unforgettable memories.

The position involves a variety of responsibilities, from taking orders and serving food and drinks to mastering barista skills or scooping ice cream like a pro. Whatever the task, you’ll help maximize our charity income through excellent customer service, product knowledge, adherence to best practices, and pride in every detail of your work.

Core hours are guaranteed, with opportunities for additional shifts based on business needs. Flexibility and weekend availability are essential, and schedules will be issued weekly.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Deliver Outstanding Visitor Care

- Welcome visitors warmly, processing Food & Beverage purchases efficiently and professionally.
- Be knowledgeable of guest inquiries about Food & Beverage offerings or experiences.
- Promote the National Trust for Scotland brand, including memberships, events, other properties, and actively encourage Gift Aid donations.

Ensure Excellence of Presentation of Self and Site at all times

- Maintain proper dress code, including uniforms, name badges and PPE (where applicable).
- Ensure the site is ready to welcome guests at the designated opening time.

- Perform routine cleaning tasks, including toilets, bins, vacuuming, mopping, sweeping, and dusting.
- Promptly report damages or wear and tear to the line manager.
- Collaborate harmoniously with other departments, including housekeeping, gardening, and maintenance.

Financial Responsibilities

- Follow all financial procedures to include till operation, cash handling and safeguarding of monies.
- Implement changes to procedures as instructed.

Food & Beverage Duties

- Maintain high standards of cleanliness in kitchens, serveries, and dining areas.
- Assist in achieving site targets and KPIs.
- Actively upsell products and services to enhance visitor experiences.
- Share visitor feedback with managers to improve services and offerings.
- Work across departments and sites as needed.

Health and Safety Compliance

- Ensure site compliance with health and safety regulations in collaboration with management.
- Oversee visitor departure and secure the site at the end of the day.
- Use personal protective equipment as directed.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.

Skills, Experience & Knowledge

Essential

- Warm, welcoming, and professional front-of-house demeanour.
- Strong time management and prioritization skills.
- Flexible, helpful approach toward guests and colleagues.
- Empathy and adaptability in interactions with others.
- Willingness to learn, take initiative, and step outside your comfort zone.
- Open, honest communication skills and the ability to consider diverse perspectives.
- Proactive attitude toward improving operations and delivering exceptional visitor experiences.

Desirable

- Experience in catering or hospitality, with a focus on customer care and food safety.
- Familiarity with EPOS till systems.
Strong cash handling abilities.
- Commitment to the aims and values of the National Trust for Scotland.
- Enthusiastic about embodying and promoting the organization's values..

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 25th 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 Food & Beverage - Culzean".