

<b>Role:</b> Visitor Services Assistant - Food & Beverage	<b>Region:</b> North East
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band/Starting Salary:</b> Grade 2 Lower, £12.60 per hour, £26,208 Pro-Rata, Per Annum
<b>Location:</b> Drum Castle, AB31 5EY	<b>Type of Contract:</b> 12 hours, Fixed Term until August 2025
<i>Variable weekly hour's available which will include regular weekend duties.</i>	

### **JOB PURPOSE**

We are looking for enthusiastic, motivated and talented customer focused individuals to join our catering team at Drum Castle, helping to make our properties the best possible places to visit and work.

Drum Castle is a fabulous place for tourists and locals to soak up the atmosphere of old Scotland. Staff should be passionate about delivering outstanding customer experiences to our visitors and guests and able to maximise opportunities to generate income. We're looking for team workers who are also able to use their own initiative and are driven to make a difference.

This role is about creating a 5 star visitor experience and providing outstanding customer service.

### **KEY RESPONSIBILITIES & ACCOUNTABILITIES**

To provide a consistently high standard of visitor care when -

- Welcoming visitors to the café and working in an efficient and knowledgeable manner.
- 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.

The current duties of this job do not require a criminal record (Disclosure Scotland) check to be carried out.

## **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
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Knowledge of the geographical location.

**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), by Sunday 18<sup>th</sup> 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 and Beverage – Drum Castle".