

Role: Visitor Services Assistant – Housekeeping	Region / Department: Mar Lodge Estate
Reports to: Head Housekeeper	Pay Band/Starting Salary: 2 Lower - £12.60 Per Hour, £26,206 pro rata per annum
Location: Mar Lodge Estate	Type of Contract: Full time, permanent
Note <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: Must be available to work weekends, some evening work required. This is a predominantly physical role that will include lifting, fetching and carrying objects.</i>	

JOB PURPOSE

This job exists in order to ensure that Mar Lodge and its associated properties are cared for and presented to the very highest standards of domestic cleanliness and collections care. To maximise our visitors' enjoyment of Mar Lodge Estate by maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the property and its assets are clean, tidy, protected and safe.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Undertaking the domestic cleaning of the Lodge and its associated properties to achieve consistently high standards of cleanliness to ensure that they meet high client expectations. Duties may include, but are not limited to, the following:
 - dusting/polishing of surfaces and fittings such as furniture, ornaments, panelling, stairs, and doors
 - vacuuming, sweeping, mopping, polishing of floors
 - cleaning of windows
 - cleaning of lavatories, sinks, etc
 - changing of bed linen and towels, and making of beds
 - cleaning of bathroom/toilet areas and fittings
 - cleaning of kitchen areas and equipment
 - disposal of general household waste and recycling
2. Assisting with the collections care of the Lodge and its associated properties to ensure that all housekeeping is undertaken within the context of the Trust's preventative conservation and collections management regimes;
3. To ensure the site meets with Health and Safety legislation in liaison with your line manager. To use personal protection equipment as provided and directed by your line manager
4. Reporting all H&S hazards, fire risks, and instances of damage and wear and tear issues promptly to the Visitor Services Manager and/or Head Housekeeper;
5. Participate in a duty rota to ensure that visitor's needs out with normal working hours are supported.
6. Welcoming visitors to the estate/property in a friendly, efficient and knowledgeable manner, answering queries and providing information about the property, facilities and the local area.
7. By maintaining excellent standards of service, optimising opportunities to generate income, and ensuring that the site and its assets are safe and secure you will be a vital part of furthering the valuable work of the National Trust for Scotland
8. Provide a positive visitor experience to the estate by assisting with carparking, fire patrols, property checks, tours, events and on-site activities when required. To work flexibly across departments and sites as needed.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.

Skills, Experience & Knowledge

Essential

- Sound previous housekeeping experience including cleaning and presentation of public areas or holiday-rental accommodation to the highest standards.
- Be responsible and proactive, ensuring all day-to-day tasks are completed as instructed.
- Demonstrable excellent time management skills and the ability to prioritise.
- Attentive to detail with an eye for presentation and finish.
- Ability to work within a team or independently to a high and safe standard.
- The ability to take the initiative and address problems or deal with tasks as they arise.
- Excellent “front of house” persona – warm, welcoming, patient, understanding with a flexible and helpful outlook.
- Full UK driving licence and access to own transport.
- Living the values of the National Trust for Scotland and encourage colleagues to do the same
 - The ability and willingness to understand others’ perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
 - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
 - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.

Desirable

- Recognised First Aid Qualification
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Previous experience of collections care within an historic environment.
- Certificates of attendance at recognized collections care courses such as those run by the NTS, the NT or Museums Association.
- A passion for Scottish heritage and history.

Dimensions and scope of job

- The post involves frequent physical activity including lifting, carrying and bending. The Lodge is split over several levels, many of which are not accessible other than by the stairs.
- Due to the nature of a hospitality and events business frequent weekend work can be expected as well as occasional evening work.
- The post-holder may be required to undertake errands around the estate and to/from local businesses as well as attending meetings at other Trust venues, practical only by vehicle.
- On site accommodation may be available for the successful applicant

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 22nd June 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 "Gardener - Culzean"