

Role: Visitor Services Assistant	Region / Department: Highlands and Islands
Reports to: Property Manager	Pay Band/Starting Salary: Grade 2 lower - £12.60 Per Hour.
Location: Moirlanich Longhouse	Type of Contract: Fixed-Term, Part-Time July – September 2025. 7 hours per week.
Cost centre: 3MOI	Activity code: VSZ
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.</i>	

JOB PURPOSE

Moirlanich Longhouse offers an opportunity for the public to visit an authentic, rare survivor of a one common type of dwelling, now becoming increasingly rare. It is opened on behalf of the Trust by volunteers from Killin Heritage Society who welcome visitors and ensure they have an enjoyable experience.

We are seeking an enthusiastic part-time Visitor Services Assistant to augment operation of the property by maintaining high standards of presentation and visitor care. You will assist with maintenance of the grounds and external infrastructure, provide support to our volunteers and interact with visitors.

Through warm, engaging, informative interactions, you will help to share stories about this amazing place and build support and understanding for the National Trust for Scotland. You'll help generate income that enables us to care for this significant property by promoting the benefits of Trust membership.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To provide a consistently high standard of visitor care at all times

- Welcoming visitors to the property in a friendly, efficient and knowledgeable manner, answering queries and providing information about the property, facilities and the local area.
- Providing a responsive, friendly and efficient service tailored to the needs of individual visitors, including those with special needs or from overseas.
- Developing a thorough understanding of the property enabling you to share stories with visitors, offer ideas to help them enjoy their visit and answer common questions.
- Promoting the National Trust for Scotland brand to include our events, upselling other properties and any promotional campaigns, being proactive in the selling of membership and Gift Aid.
- Following guidelines to ensure accurate reporting of visitor numbers.
- Feeding back visitor comments and your own ideas to develop and improve our offer, service and operations.

To maintain excellent standards of site and personal presentation at all times

- Assisting with maintenance of the grounds and external infrastructure including fences and paths and vegetation clearance.
- Assisting with behind-the-scenes tasks to prepare for opening at the start of the day and close-down at the end.
- Wearing uniform, name badges, or PPE as required.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.
- Sharing responsibility for the health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines.

DIMENSIONS AND SCOPE OF THE JOB

People Management

- Engage with visitors.
- Liaise with other property and Trust staff and volunteers.

Finance Management

- Adhering to all financial procedures to include collection and safeguarding of monies.

Tools/Equipment

- Will be a user of tools and machinery subject to appropriate training.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.

Skills, Experience & Knowledge

Desirable

- Experience/certification for use of strimmer/brush cutter.
- Experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills and personal standards.
- Excellent "front of house" persona – warm, welcoming, patient, understanding.
- Flexible, helpful outlook to customers and colleagues.
- Experience of cash handling.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- A passion for Scottish heritage and history

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, "VSA - Moirlanich "

