

Role: Visitor Services Assistant – Food and Beverage	Region / Department: South & West
Reports to: Visitor Services Supervisor	Pay Band: Grade 2 Lower £12.60 per hour
Location: Brodick Castle, KA27 8HY	Type of Contract: <i>Seasonal</i> 35 Hours available to the end of October. 24 Hours available to the end of October.
COST CENTRE: 3BRO	ACTIVITY CODE: TRZ

KEY PURPOSE

A visit to The Woodland Café and Squirrel Hut is an important part of a trip to Brodick Castle, Garden & Estate, for both tourists and locals. With two catering outlets there is plenty of choice to meet all our visitors needs.

The Woodland Café is the first place on the visitor route, its tall ceilings, large glass windows and developing greenery give visitors that indoor, outdoor experience. With a mixture of indoor and outdoor seating we aim to cater for everyone, from the grab and go dog walkers to those enjoying a leisurely lunch.

The Squirrel Hut, located in the adventure playground, offers parents and children the opportunity to play as well as relax with a great coffee and cake or cool ice cream and summer shake.

We pride ourselves on a warm welcome, outstanding service and tasty menu, serving homemade soups, as well as hearty meals such as pasty's and deliciously tasty summer salad bowls. We also have a variety of treats for sweet-toothed visitors, not forgetting our fabulous scones, seasonal milkshakes, and specialty coffees.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- To provide a consistently high standard of visitor care at all times.
- Ensuring site is ready to open, welcoming visitors to the site and processing their admission/retail or catering purchase in a friendly, efficient and knowledgeable manner.
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcoming International visitors and aiding with specific needs.
- Welcoming groups in an efficient and warm manner.
- Answering visitors' queries about the site, education facilities and the local area.
- Providing information about the site, its history, contents, offers and merchandise.

- 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.
- To support the operational needs of the business with occasional cross department working such as guiding and retail.
- Maintain excellent standards of site and personal presentation at all times.
- Wearing correct uniform, name badges, or PPE as required.
- The general ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting, and polishing when required.
- Reporting all issues of damage and wear and tear, promptly to your Line Manager.

Fairly shared weekend working is a requirement.

Food & Beverage Duties

- To ensure good housekeeping of kitchens, serveries and back of house areas.
- To ensure that merchandising is in accordance with NTS policy.
- To assist in achieving site catering targets and KPI's.
- To actively upsell products and services to facilitate the visitor's enjoyment.
- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across departments and sites as needed, for instance in retail or guiding.
- Systems of recording all up to date: including allergens, COSHH, cleaning records, stock take and wastage.

Health and Safety

- To ensure site meets with Health and Safety legislation in liaison with your department manager.
- To ensure that visitors vacate the site at close of business and that the site is secured at end of day.
- To use personal protection equipment as provided and directed by your line manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.
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Skills, Experience & Knowledge

Essential:

- 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 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.
- Genuine belief in the value of good customer service.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative as required.

Desirable:

- Demonstrable experience in a customer-facing role or hospitality role, delivering impeccable customer care through excellent inter-personal skills.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- Excellent selling skills – adaptable to customer type and product.

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 Friday 1st August 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 - Brodick"

Accommodation may be available.
