

<b>Role:</b> Visitor Services Assistant – Admissions	<b>Region / Department:</b> South and West
<b>Reports to:</b> Visitor Services Supervisor	<b>Pay Grade:</b> Grade 2 Lower (£12.60 per hour)
<b>Location:</b> Culzean Castle and Country Park, KA19 8LE	<b>Type of Contract:</b> Until 2 <sup>nd</sup> November 2025
<b>Available Post</b> 1x 12 hour post (Mondays and Fridays, with extra hours available)	
<b>COST CENTRE:</b> 3CUZ	<b>ACTIVITY CODE:</b> VSZ

### **JOB PURPOSE**

A Visitor Services Assistant is crucial to our visitors' "first impression" of the property and in establishing and maintaining the Trust's reputation as a guardian of Scotland's heritage and as the organisation that actively wants people to engage with and enjoy the properties it cares for. As you will be working in a customer-facing role, this means you will directly engage with visitors on arrival (and often at departure) so excellence in customer care is paramount, as you will be responsible for ensuring you are providing our Visitors with the best entry options (Memberships, admissions tickets, guidebooks). The Visitor Services Assistant is expected to meet (if not exceed) sales targets for the selling of Memberships and Guidebooks. You will also be expected to be knowledgeable and actively engage with our visitors and provide general "tourist information" for the locality and other nearby Trust properties.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

This is a key role to deliver a high-quality visitor experience at Culzean Castle and Country Park (including but not limited to):

- Ticket / membership sales and admissions
- Always following GDPR guidelines when signing new members and storing paperwork
- Delivering a high level of customer service
- Cash handling/reconciliation
- Cash reconciliation duties including end of day administration tasks. Ensuring cash is handled accurately according to our cash handling procedures.
- Accurate recording of visitors and members onto tablets and ensuring these are well maintained with any issues being reported in a timely manner
- A passion for product knowledge and upselling
- Working with the Visitor Services Supervisor and the rest of the Visitor Services Team to deliver membership targets and KPI's
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety)
- Traffic management – ensuring that cars are dealt with in a timely manner to ensure that traffic never backs up onto the road. This might involve taking decisions to open extra lanes or alerting facilities in busy times

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

## **SCOPE OF JOB**

### **People Management**

- Will work closely with other property colleagues, and will also have regular contact with specialist advisory colleagues based in other locations and departments (e.g. Visitor Services Manager, Operations Manager and the Central Retail Team)
- Will have regular (daily) interaction with members of the public of all ages and abilities.

### **Finance Management**

- Share Till Reconciliation Duties with other staff.
- To assist the Visitor Services Manager & VSS with accurate stock control procedures (write-off/wastage etc.)

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Experience**

#### Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, in adapting to working patterns and tasks to meet day-to-day variations in 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.
- Excellent selling skills for both memberships and guidebooks.
- Genuine belief in the value of good customer service.
- Careful and accurate execution of membership forms and recording of visitor stats.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.

#### Desirable

- Previous cash handling experience
- Historical knowledge of the site and a passion for heritage
- Previous experience or volunteer experience in museum, tourism or conservation sector
- Experience using EPOS
- Experience with cash handling/working with financial data.

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.

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## **How to Apply**

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 3<sup>rd</sup> August

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 Admissions - Culzean"