

Job Description

Role: Visitor Services Assistant - Retail	Region: South and West
Reports to: Visitor Services Supervisor - Retail	Pay Band/Starting Salary: Grade 2 lower - £12.60 per hour
Location: Culzean Castle and Country Park, KA19 8LE	Type of Contract: Fixed-Term Until November 2025. Part-Time, 21 Hours Per Week.
Available Posts: 1 x 21-hour post (3 days from 7 – Thursday, Friday and Saturday but flexibility required)	
COST CENTRE: 3CUZ	ACTIVITY CODE: SHZ

PURPOSE OF THE ROLE

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 so excellent customer and selling skills are imperative. The Visitor Services Assistant is expected to meet (if not exceed) sales targets.

You will ensure that the Gift Shop is presented to the highest standard and you are knowledgeable about the products sold within the Gift Shop.

KEY RESPONSIBILITIES

- Cash handling/reconciliation
- Housekeeping duties at the start and end of every shift as well as throughout the day as required
- To support the Visitor Services Supervisor in creative merchandising of shop displays and ensuring shop displays are consistently delivered to the highest standard.
- Delivering a high level of customer service
- Delivering and completing stock counts accurately
- A passion for product knowledge and upselling
- Supporting all aspects of stock management: ordering, receipting deliveries, and dealing with delivery discrepancies.
- Occasional ticket / membership sales and admissions
- 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).

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.

- Assist the Visitor Services Supervisor with stocktaking and delivery discrepancies
- To assist the Visitor Services Manager & VSS with accurate stock control procedures (write-off/wastage etc.)

REQUIRED SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential:

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Excellent interpersonal and communication skills.
- Ability to work well in a busy and diverse environment with a focus on customer service
- Previous experience in a busy retail environment
- Experience of merchandising retail displays, or willingness to undertake training
- Ability to be flexible, to adapt working patterns and tasks to meet day-to-day variations in retail and property needs.
- Genuine belief in the value of good customer service.
- Demonstrable excellent time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.
- Ability to take responsibility for own personal development
- Competent user of Microsoft Office Products.

Desirable:

- Experience with cash handling/working with financial data.
- Personal License
- Epos Experience

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.

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 by Friday 8th 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 Retail - Culzean"