

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, Maybole, KA19 8LE	Type of Contract: 14 Hours Per Week, Fixed-Term Until 1 st November 2026
Available Posts: 2 x 14 hours posts (working 2 days out of 7, may include weekend work)	
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 as well as information pertaining to the site as a whole.

KEY RESPONSIBILITIES

Customer Service & Visitor Experience

- Deliver a consistently high standard of customer service to all visitors.
- Provide confident product knowledge and actively upsell where appropriate.
- Provide general information to visitors about the wider site, including directions, facilities, opening hours, and key points of interest across Culzean Castle and Country Park.
- Support occasional admissions processes including ticket sales.
- Assisting with queue management by working at pace during busy periods to maintain a smooth visitor journey.

Membership Engagement & Promotion

- Share the benefits of membership with ticket holders and actively seek innovative ways to encourage recruitment.
- Actively promote the work of the National Trust for Scotland and the value of membership to existing and potential members.
- Processing sales of memberships through the tills (including some refunds)

Cash Handling and Sales Operations

- Carry out accurate cash handling, reconciliation and till procedures.
- Follow all financial controls and procedures as required.

Housekeeping and Presentation

- Maintain excellent housekeeping standards at the start and end of each shift, and throughout the day as required.
- Support the Visitor Services Supervisor with creative merchandising, ensuring shop displays are engaging, well-maintained and constantly delivered to the highest standard.

Stock Management

- Complete stock counts accurately and on schedule.
- Support all aspects of stock management, including receipting deliveries and resolving stock discrepancies.
- Ensure stock is replenished promptly and presented neatly but attractively on the shop floor
- Supporting loss-prevention practices by maintaining awareness of shop activity and following security procedures

Health, Safety and Welfare

- Ensure the health, safety and welfare of staff and visitors by adhering to the Trust's Health, Safety and Environment policies
- Work in line with the properties Risk Assessments and report any hazards, incidents or maintenance issues promptly
- Carry out keyholder duties, including opening and closing of the retail area, ensuring the space is safe, secure and ready for visitors at the start and end of each day.

Communication and Teamwork

- Communicating effectively with colleagues, supervisors and managers to support smooth daily operations – via radio/telephone and email
- Contributing to a positive, inclusive team culture

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:

- Genuine belief in the work and values of the NTS and ability to exemplify these
- Previous experience in a busy retail environment, with confidence in merchandising or a willingness to learn
- Cash handling accuracy and confidence
- Ability to follow stock processes consistently and conduct accurate stock counts
- Able to work both independently and as part of a team, maintaining high and safe standards with minimal supervision
- Ability to always follow Health and Safety procedures

- Strong interpersonal and communication skills, with the ability to work well in a busy, diverse, customer-focused environment
- Strong selling skills both in terms of products and memberships
- Flexibility and adaptability, able to adjust to tasks and patterns to meet daily operational needs
- Genuine commitment to delivering great customer service
- Excellent time management and prioritisation skills, with a proactive and self-motivated approach
- Competent user of Microsoft Office

Desirable:

- Personal License
- Epos experience
- Experience working in a heritage, cultural or visitor-attraction environment
- Historical knowledge of the site and a passion for heritage

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 Sunday 8th February 2026.

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"