

Role: Visitor Services Assistant – Collections Care	Region: Edinburgh & East
Reports to: Visitor Services Supervisor – Collections Care	Pay Band: Grade 2 Lower - £12.60 Per Hour
Location: Falkland Palace & Gardens, Cupar, KY15 7BY	Type of Contract: Fixed term to 16 th May 2026. 32 Hours Per Week.
Note <i>The post is subject to the standard terms and conditions provided with the application pack.</i>	

JOB PURPOSE

To help maximize our visitors' enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimizing opportunities to generate income and ensuring that the site and its assets are safe and secure.

Specifically, to provide support to the Fife Collections Care team whilst undertaking winter care programmes. To maintain an efficient, reliable service and high standards in collections care and general cleaning at Falkland Palace and Hill of Tarvit during the fixed term period. Normally working 5 days out of 7. Compressed hours may be considered.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To carry out a wide range of duties as directed by the Visitor Services Supervisor Collections Care Fife

- In line with current NTS best practice, clean and care for the collection of furniture, books, artworks, glass, ceramics, metals, textiles, other objects and historic interiors.
- Ensure all public areas are kept clean, hygienic and tidy at all times.
- Work as part of a team ensuring collections care across all Fife properties.
- Ensure collections care, cleaning and conservation materials are available, properly maintained and stored.

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

- Deliver excellent customer care (internal and external) to foster a friendly and inviting atmosphere for visitors, staff and volunteers.
- Support the Trust's obligations to minimize impact on the environment, through e.g. efficient use of water/heat/light, recycling and the disposal of waste, considered use of transport.

To maintain excellent standards of personal presentation at all times

- Wearing correct uniform, name badges, or PPE as required.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.
- Working in harmony with the Regional Team, other property departments.

Visitor Services/Events

- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across all Fife Properties as needed.

- To assist with the set-up, stewarding and break-down of events in relation to collections across all Fife properties in liaison with your line manager.

Health and Safety

- To ensure site meets with Health and Safety legislation in liaison with your line manager.
- To use personal protection equipment as provided and directed by your line manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.

Skills, Experience & Knowledge

Essential

- Experience of providing excellent customer care.
- A good team player.
- A flexible approach to work, multi-tasking and working with staff across various departments.
- Good time management.
- A strong eye for detail.
- Good interpersonal and communications skills.
- Valid UK driving license.
- Willingness to learn new techniques & activities, e.g. collections care, object handling etc.

Desirable

- Demonstrable experience in collections care or cleaning within historic buildings.
- Good understanding of preventive conservation and environmental monitoring.
- An interest in history, conservation and the care of collections.
- Experience of working with volunteers.
- Knowledge of Health and Safety and emergency procedures.

DIMENSIONS AND SCOPE OF JOB

Tools / equipment / systems

- All equipment and cleaning materials are provided.
- Conservation and collections care training will be provided.
- This job involves lifting and carrying, working at height and use of ladders & scaffold towers.

Workplace context

- This role is primarily based at Falkland Palace and Hill of Tarvit Mansion House but will include regular travel to Kellie Castle to support collections care within the cluster, as well as attend work related activity at other locations.
- Falkland Palace is a building spread over 4 floors linked by staircases but no lift.
- This job does not require you to undertake a criminal records check.

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 13th 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 Collections Care – Falkland Palace"