

<b>Role:</b> Visitor Service Assistant – Food & Beverage	<b>Region / Department:</b> North-East
<b>Reports to:</b> Visitor Services Supervisor – Food & Beverage	<b>PAY GRADE:</b> Grade 2 Lower - £12.60 per Hour
<b>Location:</b> Pitmedden Garden, Ellon, AB41 7PD	<b>Type of Contract:</b> Fixed-Term Until October 2026. 4 Hours Per Week. Variable shift patterns including weekend work with requirements for more hours during holiday periods.

### JOB PURPOSE

As a member of our Visitor Services team, your job is to give visitors from across the globe a warm welcome to Pitmedden Garden and help generate the income that enables us to care for Pitmedden Garden and other National Trust for Scotland properties.

Visiting our tearoom is an essential part of the visitor experience and the role of the Visitor Service Assistant – Food & Beverage is to make it a positive and memorable part of a visitor's day with us.

You will help us maximise sales through excellent customer service and product knowledge, taking pride in store presentation and effective behind-the-scenes processes.

### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- To always provide a consistently high standard of visitor care when:
- Welcoming all visitors to the site and processing their catering purchase in a friendly, efficient and knowledgeable manner; supporting visitors with special needs / impairments and providing an elevated level of service in accordance with the Equality Act.
- Answering visitors' queries about the catering offer, deals, seating, and ingredients.
- Checking on how visitors are enjoying their experience of catering at Pitmedden Garden and enquiring whether all their needs are met.
- Consistently presenting high quality plating of food.
- Promoting the National Trust for Scotland and the benefits of membership of it.
- To always maintain excellent standards of site and personal presentation
- The general ongoing operational cleaning of all areas as necessary
- Wearing correct uniform, name badges, or PPE as required.
- Cash handling and point of sale.

## **SCOPE OF JOB**

### **Customer Service**

- Regular interaction with members of the public of all ages and abilities.

### **Teamwork**

- Regular interaction with employee and volunteer colleagues to share daily tasks and support a smooth visitor operation

### **Sales, stock and financial processes**

- Help achieve sales targets and membership recruitment targets
- Operate tills and share end-of-day cash reconciliation duties, as appointed by the Duty Manager.

### **Tools/equipment and cleaning chemicals**

- Occasional user of cleaning chemicals.
- Expected to become familiar with and comply with the property's Health and Safety policies or 'Safe Systems of Work'

## **REQUIRED QUALIFICATIONS, 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 and adapt 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.
- Ability to do basic cooking.
- Genuine belief in the value of good customer service.
- Ability to be proactive and to take the initiative.

### Desirable:

- Access to own transport
- Basic Food Hygiene Qualification
- Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation.

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

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** by **Friday 20<sup>th</sup> 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, " **Visitor Services Assistant – Food & Beverage – Pitmedden Garden**".