

Role: Visitor Services Assistant – Collections Care	Business Function: Edinburgh & East
Reports to: Visitor Services Supervisor – Collections Care	Pay Grade/Starting Salary: Grade 2 Lower, £12.60 per hour (£26,208 pro-rata, per annum)
Location: House of the Binns	Type of Contract: Permanent. Full-time 40 hours per week.
Cost Centre: 3HOB	Activity Code: PMZ
Note <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: 40 hours worked over 5 days per week with regular weekend work and occasional evening work. A driving license and access to a vehicle are required.</i>	

PURPOSE OF THE ROLE

To help maximize our visitors' enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimising opportunities to generate income, and ensuring that the site and its assets are safe and secure. Specifically, to provide an efficient, reliable service and high standards in collections care and general cleaning at the property. The post holder will work independently on a variety of tasks to help achieve a high level of presentation throughout the property and its associated collection and will work as part of a wider team of employees and volunteers, helping to support the property where necessary.

KEY RESPONSIBILITIES

Collections Care

- To carry out a wide range of collections care duties as directed by the Visitor Services Supervisor of Collections Care in line with current NTS best practice standards.
- In line with current NTS best practice, clean and care for the collection and historic interiors: e.g. furniture, books, artworks, glass, ceramics, metals, textiles etc.
- To undertake general conservation housekeeping tasks to ensure standards of care are maintained within the property.
- To undertake necessary cleaning of non-collection areas and associated buildings, meeting the standards agreed by line managers.
- Assisting with a deep conservation clean of collections & property and setting up/putting property to bed pre/post season opening.
- To assist with the organisation and supervision of the movement of objects under the direction of line managers.
- To be systematic and methodical in record-keeping, documentation, and any other administrative needs of the job in accordance with NTS policies.
- To help identify those items at risk or requiring specialist attention/remedial conservation and bringing to the attention of the Regional Conservator for Edinburgh & East.
- Help to ensure the NTS Integrated Pest Management regime is in place and monitored.
- Help to ensure Emergency Plans and related equipment is up to date.
- To liaise, under the direction of the VSS-Collections Care, with any contractors working onsite to ensure the collections physical security and those working do not contravene Health and Safety legislation.

- To be vigilant to the presence and condition of all historic interior surfaces, decorative elements and collection items in situ and to report accidental damage to the collections management team.
- Ensure cleaning and packing materials are readily available, properly maintained and stored safely in accordance to NTS standards.
- Support the Trust's obligations to minimise our impact on the environment, through efficient use of water/heat/light, recycling and the disposal of waste, and considered use of transport.

Visitor Services / Events

- Ensuring site is ready to open and welcome visitors by the set opening time.
- To aid property staff and the wider collections care team in creating and delivering specialised public tours and events for the property.
- To assist with the set-up, stewarding and breakdown of events.
- To develop collection's conservation engagement opportunities through participating in public programmes such as Conservation in Action and promote an understanding of preventive conservation and collection care works.
- Work with collections care volunteers and take an active role in volunteer training in liaison with your line manager.
- To support staff and volunteers in the seasonal running of the property, when required, by welcoming visitors and undertaking administrative duties to ensure the delivery of a continuously high standard of visitor care.
- To provide information to visitors about the site, its history and collections, events and tours.
- To promote the National Trust for Scotland brand via the membership scheme, events and promoting other NTS properties.

Health and Safety

- To instil a Health & safety culture across the property, ensuring staff, volunteers, contractors and visitors stay within the properties Safe System of Work.
- To assist the property team in reducing the risk of incidents and accidents by being vigilant and identifying collections care hazards.
- To ensure personal protection equipment and safety equipment is used appropriately as directed by your line manager.
- To ensure the site meets with Health and Safety legislation in liaison with your line manager.

DIMENSIONS AND SCOPE OF JOB

Tools / Equipment / Systems

- All equipment and cleaning materials are provided.
- Conservation and collections care training will be provided.
- This role requires good manual dexterity and special awareness and will include lifting and carrying heavy materials and collections, working at height and the use of ladders & scaffold towers.

Workplace Context

- This role is based at House of the Binns, but will involve travelling to other Forth Valley properties to help support the wider Collections Care team and Regional Conservator.
- There will be the requirement to attend work-related activity in other properties, e.g. for training events.
- This job does not require you to undertake a criminal records check.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.
- Driving Licence valid for driving within the UK, with access to a vehicle.

Essential

- The ability to work within a wider team and independently to a high standard.
- Self-motivated with the ability to work alone or with minimal supervision and to do so safely.
- Willingness to learn new techniques & activities, e.g. conservation housekeeping, object handling etc.
- Strong organisational skills and ability to manage and prioritise multiple tasks and busy workloads.
- A keen interest in history, historic properties, and conservation of their collections.
- A flexible approach to work, with the ability to work at other properties and be adaptive to change while working in a variety of situations.
- Experience of engaging the public in collections / conservation talks or events and providing excellent customer care.

Desirable

- Demonstrable experience in collections care or cleaning within historic buildings.
- Understanding of preventive conservation and environmental monitoring.
- Experience of working with and/or supervising volunteers.
- Knowledge of Health & Safety and emergency procedures.

Skills, abilities and disposition

- Enthusiasm and energy to be part of a team in a crucial role in a unique property.
- Excellent inter-personal and communication skills.
- Genuine enthusiasm for the care and presentation of the nation's heritage.
- Good initiative and resourcefulness.
- IT literate and competent user of Microsoft Office products.
- Willingness and ability to work in challenging conditions if necessary.
- Strong eye for detail.

The Key Responsibilities 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.

Applications

Interested applicants should forward a completed application form or CV by email via workforus@nts.org.uk by Sunday 1st March 2026