

<b>Role:</b> Visitor Services Assistant - Retail	<b>Region:</b> Highlands and Islands
<b>Reports to:</b> Visitor Services Manager - Retail	<b>Pay Grade:</b> Grade 1 - £27,976 pro-rata, per annum
<b>Location:</b> Culloden Battlefield Visitor Centre, IV2 5EU	<b>Type of Contract:</b> Fixed-Term Until August 2026 with potential for extension to the end of October 2026. Various Hours Per Week, including weekend work.

### **JOB PURPOSE**

Culloden Battlefield is an iconic historic site within the heritage and tourism sectors enjoying a high national and international reputation. Culloden Battlefield & Visitor Centre, which has museum accreditation status, houses an important historic collection.

As a member of the Retail team you are on the front line delivering the income that allows the National Trust for Scotland to look after Culloden Battlefield.

Your job is to give a warm, Highland welcome and to generate the sales and income that helps us protect and preserve the site and many others in Scotland. You may be working across the Culloden Cluster sites, this includes Abertarff House, Hugh Miller's Cottage and Culloden Battlefield.

Voted a 5-Star destination by ASVA, together we'll deliver a world-class shopping experience and unforgettable memories for all our customers.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

This role will assist the wider Retail team to deliver the best visitor experience at Culloden cluster sites (including but not limited to):

- To provide excellent customer service both at the till point and actively on the shop floor, speaking with our customers during their visit and sharing stories of our products, battlefield and wider area with them.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed.
- Cash reconciliation duties including end of day and administration tasks. Ensuring cash is handled accurately and there is continuity across all sales platforms
- Working with the Visitor Services Retail Manager to ensure best stock management.
- To actively drive-up selling opportunities through strong product knowledge and an excellent, pro-active customer service to maximise sales of shop stock and donations.
- Working with the Visitor Services Manager (Retail) and wider property staff to ensure high standards of display & merchandising at all times.
- Be able to take responsibility for your own development and learning.
- Have a flexible approach to working hours and days, including working weekends and Bank Holidays as needed on a rota basis.
- To work across departments when necessary, supporting the wider Culloden Cluster team
- To develop a working knowledge of the products we stock and the stories behind them, and being able to relate that to visitors in a friendly and engaging way
- To provide consistently world-class customer service when dealing with high volumes of customers

- Adhering to the property's quality standards including wearing of uniform.
- To adhere 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 criminal records (Disclosure Scotland) check to be carried out.

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Experience**

#### Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible/adaptable at work when required.
- 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
- Genuine belief in the value of good customer service.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.

#### Desirable

- Previous cash handling experience
- Additional language skills
- Historical knowledge of the site and area
- Previous experience in hospitality, retail and tourism.

## **DIMENSIONS AND SCOPE OF JOB**

### People Management

- ♦ This role involves working with colleagues and members of the public of all ages and abilities daily

### Finance Management

- ♦ This role will involve cash reconciliation duties as appointed by the Visitor Services Manager (Retail).

### Tools / equipment / systems

- ♦ There will be the occasional use of cleaning chemicals.
- ♦ This role will involve manual handling.
- ♦ Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety)

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](mailto:workforus@nts.org.uk) by Sunday 15<sup>th</sup> March 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 - Culloden"