

| | |
|---|--|
| Role: Visitor Services Assistant - Retail | Region: North East |
| Reports to: Visitor Services Supervisor | Pay Grade: Grade 1 - £27,976 pro-rata, per annum |
| Location: Fyvie Castle, Gardens and Estate, Fyvie, Aberdeenshire, AB53 8JS | Type of Contract: Fixed-Term until October 2026. 15 Hours Per Week. Variable weekly hours with regular weekend duties. |

JOB PURPOSE

With its medieval roots as a royal stronghold, through centuries of development from a renaissance palace to Edwardian party pad, combined with its outstanding collection and it's setting within the wider estate, the significance of Fyvie is profound. We are looking for enthusiastic, motivated and talented customer focused individual to join our team and continue that story.

Retail plays a key role in the visitor experience here and your role is to give a warm welcome to all our visitors and to generate the sales and revenue that helps us protect and preserve the site and many others in Scotland, for now and for future generations to explore and enjoy. It's important that Visitor Service Assistants (VSAs) ensure the property, and its assets, are safe and secure. Your role includes differing duties within the retail space which may include membership sign-ups, visitor attraction admissions or maintaining and promoting our second hand book shop.

Together with the rest of our team, we will deliver a memorable retail experience and as a front-line ambassador for the National Trust for Scotland, our team promote the ambition of the Trust to provide Nature, Beauty & Heritage for everyone.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

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

- To provide excellent customer service.
- 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 Retail team to ensure best stock management
- To actively drive-up selling opportunities through strong product knowledge and an excellent customer service to maximise sales of shop stock and donations.

- Working with the Visitor Services Supervisor 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 weekend and Bank Holidays as appropriate.
- To work across departments when necessary, supporting the wider Fyvie Castle & Estate team
- To develop a working knowledge of the history of the site and being able to relate that to visitors in a friendly and engaging way
- To provide consistently excellent customer service when dealing with high volumes of customers
- Adhering to the property's quality standards including wearing smart business attire.
- 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, volunteers 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 Supervisor.

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.

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 6th 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 - Fyvie"