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| Role: Visitor Services Assistant Weddings & Events | Region / Department: Edinburgh & East |
| Reports to: Visitor Services Supervisor Weddings & Events | Pay Band: Grade 1, £27,976.00 pro-rata, per annum |
| Location: The Hermitage, North Perthshire | Type of Contract: Seasonal to 31 October 2026, part time (20 hours per week) |
| COST CENTRE (e.g.:3CUZ): 3HER <i>Please note this is required so the People Team can correctly allocate this role to the relevant cost centre.</i> | ACTIVITY CODE (e.g.: VSZ): FNZ <i>Please note this is required to allow the system (PeopleXD) to allocate the salary to the correct centre.</i> |

JOB PURPOSE

This is an exciting opportunity within the heritage industry, the job exists to support wedding and events business, from enquiry to delivery, at The Hermitage, North Perthshire. The ideal candidate must be passionate about our vision for the future and what we do every day as an organisation: Bringing people together and giving them the greatest visitor experience. The Visitor Services Assistant is often the “face” of the Trust to visitors and clients, directly influencing public perception of the Trust and is crucial to developing and maintaining the Trusts reputation.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Weddings / Events

- Assisting with initial enquiries, viewings, bookings and client support on the lead up to their wedding / event.
- Ensuring good housekeeping of Ossian’s Hall.
- Assisting with the set up, stewarding and break-down of weddings / events.
- Ensuring suppliers adhere to Trust policies and procedures and that efficient arrangements are in place for weddings and events.
- Actively feeding back visitor / guest comments to line manager to develop and improve offer, service and operations.
- Working flexibly across days, departments and sites as needed.
- Acting as the main point of contact for all weddings and events in the absence of the Visitor Services Supervisor.

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

- Participating in the staffing of weddings and events.
- Welcoming all visitors to the site in a friendly, efficient and knowledgeable manner. This includes visitors with special needs / impairments (in accordance with the Disability Discrimination Act), international visitors, and groups.
- Answering visitors’ queries about the site, it’s history and the local area.
- Promoting National Trust for Scotland brand to include our membership scheme (including gift aid), events, other properties and any promotional campaigns.

To maintain excellent standards of site and personal presentation at all times

- Ongoing operational cleaning of Ossian’s Hall including sweeping, dusting, polishing and window cleaning.
- Ensuring Ossian’s Hall / Wild Woodland areas are ready to welcome wedding parties / event attendees by the agreed times.

- Ensuring wedding / event toilet is clean and well stocked on wedding / event days.
- Clearing litter in car park, pathways and wedding / event areas.
- Placing appropriate signage at suitable points in advance of and on wedding / event days.
- Wearing correct uniform, or PPE as required.
- Reporting all instances of damage and wear and tear issues promptly to line manager.
- Ensuring all weddings and events are in line with the Trust's environmental policy and being mindful of the Trusts obligations to minimize the impact on the environment.

Health and Safety

- Demonstrating H&S compliance in relation to visitor services and site activities.
- Using personal protection equipment as provided and directed by your line manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

No formal educational qualification required.

Desirable

- A formal qualification in Event Management or Hospitality.
- Current first aid certificate (or be willing to train and use)
- A full, clean driving license for driving in the UK.

Experience

Essential

- Demonstrable experience in a customer-facing role, delivering impeccable customer care through strong inter-personal skills.
- Excellent organisational, time management and coordination skills.
- Effective verbal and written communication skills combined with confidence in dealing with a wide range of clients / visitors.
- Flexible, helpful outlook to clients, visitors and colleagues.
- Competent user of Microsoft Office products.
- Familiar with the use of social media to promote site, weddings and events.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Living the values of the National Trust for Scotland.
- The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.

Desirable

- Event management experience.

DIMENSIONS AND SCOPE OF JOB

Scale

- North Perthshire is made up of Dunkeld, The Hermitage, Linn of Tummel, Craigower, and Killiecrankie.
- The wedding business generates significant income with around 100 weddings taking place on site each year.
- Will have regular (daily) interaction with members of the public of all ages and abilities.
- Will have frequent interaction with suppliers.

People Management

- No line management responsibility but will work closely with other Trust staff.

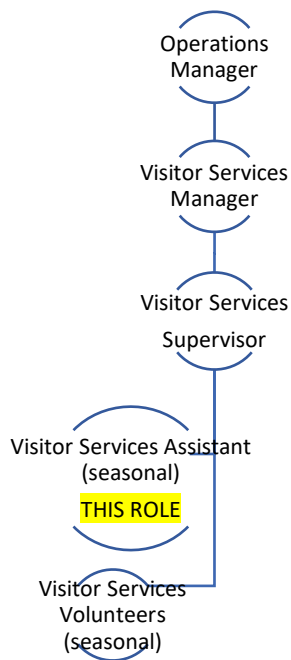
Finance Management

- Will work closely with finance team to ensure accurate invoices are generated in a timely manner and that venue hire tracker is updated accordingly when contracts are signed / payments are received.

Tools / equipment / systems

- Competent and confident user of IT – role will require use of multiple systems and adherence with IT policies and procedures.
- The role involves physical activity including conducting client tours of the venue, litter picking, maintaining cleanliness of Ossian's Hall and the transportation of seating / table for weddings / events.

Place in organisational structure (extract of org chart showing role):



The Purpose, Context, Key Responsibilities, and Person Specification 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 their Curriculum Vitae (CV) or an Application Form to the People Department, The National Trust for Scotland, by email via workforus@nts.org.uk, by 03/05/2026.

- Please ensure your CV includes your full name and contact details
- The CV file sent to us should be titled with 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 "Gardener - Culzean"