

Role: Visitor Services Assistant - Catering	Region: North East
Reports to: Visitor Services Supervisor	Pay Grade: Grade 1 - £13.45 Per Hour
Location: The Butlers Pantry, Fyvie Castle, Fyvie, Aberdeenshire, AB53 8JS.	Type of Contract: Fixed Term Until October 2026. 20 Hours Per Week. Work pattern to be agreed, but will include regular weekend working. More hours may be worked so some flexibility will be required.
Activity: TRZ	Cost centre: 3FYC

JOB PURPOSE

As a member of our Visitor Services team your job is to give visitors from across the globe a big Fyvie welcome and help generate the income that enables us to care for the Castle and its Surroundings.

Visiting The Butlers Pantry is an essential part of the visitor experience and the role of the Visitor Service Assistant – Catering is to make it a positive and memorable part of a visitor’s day with us. You’ll help us maximise sales through excellent customer service and product knowledge, taking pride in presentation and effective behind-the-scenes processes.

Our Tearoom is a high footfall operation, and the ideal candidate should be experienced in a high volume, fast-paced environment. Barista and baking experience would be beneficial for this role however training will be given.

Core hours will be the minimum hours available, with the opportunity to work additional hours to suit the needs of the business. Must have weekend availability, hours will be issued on a rota basis.

We pride ourselves on creating a positive team work ethic here at Fyvie so you may be required for additional support with other areas of the property such as Admissions, Retail, and Events activities to meet the business needs.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- To provide a consistently high standard of visitor care at all times
- Welcoming all visitors to the site and processing their catering purchase in a friendly, efficient and knowledgeable manner.
- Assist in food preparation and stock management.
- Answering visitors’ queries about the catering offer, deals, seating, and ingredients.
- Checking on how visitors are enjoying their experience of catering enquiring whether all their needs are met.
- Promoting the National Trust for Scotland and the benefits of membership of it.
- To maintain excellent standards of site and personal presentation at all times
- The general ongoing operational cleaning of all areas as necessary
- Wearing correct uniform, name badges, or PPE as required.

- Support day to day catering operation including the preparation and cooking of soups, baked goods and any other items

SCOPE OF JOB

Customer Service

- Regular interaction with members of the public of all ages and abilities, many from overseas and many National Trust for Scotland members.

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 Visitor Services Supervisor.

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.

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

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

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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.
- Genuine belief in the value of good customer service.
- Ability to be proactive and to take the initiative.

Desirable:

- Basic Food Hygiene Qualification.
- Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation.
- Previous experience in preparing and cooking food.

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 Sunday 3rd May 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 Catering – Fyvie"