

<b>Role:</b> Visitor Services Assistant - Housekeeping	<b>Region:</b> Highlands & Islands
<b>Reports to:</b> Visitor Services Manager – Visitor Experience	<b>Pay Grade:</b> Grade 1 - £27,976 pro-rata, per annum + 5% Pay Supplement
<b>Location:</b> Glencoe Visitor Centre, PH49 4HX	<b>Type of Contract:</b> Part-Time, up to 20 Hours Per Week. Fixed-Term Until October 2026.
<b>Terms and conditions:</b> The post is subject to the standard terms and conditions as outlined in your contract of employment and any subsequent amendments. Hours of work will be at times to suit the needs of the post (and will include public holiday working) with some duties out with normal hours.	

### **JOB PURPOSE**

This is an opportunity to join the team which welcomes more than 400,000 people a year to the National Trust for Scotland's Glencoe Visitor Centre. High presentation standards and cleanliness are essential aspects of a great visitor experience. You'll help us maintain our reputation for both and in so doing, help our charity generate the income we need to care for this Highland gem.

This varied role works closely with our Visitor Services team on a range of house-keeping duties to ensure our visitor centre and its surroundings look their best. This includes caring for the appearance and condition of our exhibition, shop, cafés, toilet facilities and behind-the-scenes areas.

We're looking for someone who is friendly and approachable, enjoys cleaning and takes pride in the presentation of their workplace. You'll get the chance to work in an incredible location, meeting visitors from around the world and being part of a great team.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Responsible for a wide variety of housekeeping tasks on daily, weekly and monthly cycles, including:
  - Ensure high presentation standards throughout the visitor centre by dusting, sweeping and cleaning surfaces (floors, counters, windows, doors, walls and displays)
  - Maintain clean and well-stocked toilet facilities for visitors to use
  - Respond promptly to ad-hoc needs, especially at busy times, like helping to clear café tables or dealing with accidental spillages
  - Maintain waste disposal facilities across the site and maximise recycling levels, front and back-of-house
  - Monitor condition of fixtures and fittings and report any issues to the Maintenance team
- Deliver excellent customer care to foster a friendly and inviting atmosphere for visitors.
- Minimise our impact on the environment, through efficient use of resources like water/heat/light, sensitive use of cleaning chemicals, and sustainable waste disposal practices.
- Ensure you are clearly identifiable and appropriately dressed by wearing uniform, name badges, and PPE as required.

- Share responsibility for the health and welfare of property staff, volunteers and visitors by adhering to NTS Health, Safety and Environment policies and guidelines.

## **SCOPE OF ROLE**

### **People Management**

- Not a line manager
- Will work closely with colleagues across the visitor centre.

### **Financial Management**

- Not a budget holder

### **Tools/Equipment**

- Will be a frequent user of cleaning materials and tools
- Occasional user of ladders, hand tools, etc
- Occasional user of IT equipment
- Wear PPE for personal protection and the protection of property, collection items and stock.

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

The above outlines the key skills and behaviours the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

### **Essential**

- Personal commitment to high standards of cleaning
- Attentive to detail with an eye for presentation and finish
- Understanding of, and belief in, the work of The National Trust for Scotland
- Warm and approachable customer service and team work
- Organised approach to time management, with an ability to work independently and prioritise tasks
- UK driving license

### **Desirable**

- Previous housekeeping/cleaning experience

***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 a completed application form to the People Services Department (Applications), via email at [workforus@nts.org.uk](mailto:workforus@nts.org.uk) by Sunday 3<sup>rd</sup> 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 Housekeeping - Glencoe"