

<b>Role:</b> Visitor Services Assistant – Collections Care	<b>Region:</b> Edinburgh & East
<b>Reports to:</b> Visitor Services Supervisor – Collections Care Fife	<b>Pay Grade:</b> Grade 1 – £27,976 pro-rata, per annum
<b>Location:</b> Falkland Palace & Garden, Cupar, Fife, KY15 7BY. (As part of a team across the Fife cluster).	<b>Type of Contract:</b> Fixed-Term 12-Month Contract. Part-Time, 20 Hours Per Week. Includes weekends with flexible start times.
<b>Cost Centre:</b> 3FAP	<b>Activity Code:</b> PMZ
<b>Note</b> <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: Available to work weekends and occasional evening work (arranged for a specific function).</i>	

### **JOB PURPOSE**

To help maximize our visitors' enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimizing opportunities to generate income and ensuring that the site and its assets are safe and secure.

Specifically, to provide an efficient, reliable service and high standards in collections care and general presentation cleaning at the Palace at all times. To support collections care aspects of building works, decants and conservation contractors whilst on site. Generally working 5 days out of 7, with flexibility to compress hours when needed to support building works. Hours to include weekend working during the open season. Working with and supporting other VSA for collections care on site. Ability to be flexible to cover VSA collections care colleagues' absences and annual leave.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

#### **To carry out a wide range of collections care duties as directed by the Visitor Services Supervisor Collections Care – Fife**

- In line with current NTS best practice, clean and care for the collection of furniture, books, artworks, glass, ceramics, metals, textiles, other objects and historic interiors.
- Ensure all historic public areas are kept clean and tidy at all times.
- Work as part of a team ensuring collections care provision across all Fife properties when needed.
- Work as part of a team to ensure collections care provision during building works in liaison with your line manager.
- Keep up to date and accurate conservation records in liaison with your line manager.
- Ensure collections care cleaning and conservation materials and equipment are available, properly maintained and stored.

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

- Deliver excellent customer care (internal and external) to foster a friendly and inviting atmosphere for visitors, staff and volunteers.
- Support the Trust's obligations to minimize impact on the environment, through e.g. efficient use of water/heat/light, recycling and the disposal of waste, considered use of transport.

### **To maintain excellent standards of presentation at all times**

- Wearing correct uniform, name badges, or PPE as required.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.
- Working in harmony with internal and external stakeholders, the Regional Team, other property departments; Retail, Gardening, and site repair employees/contractors.

### **Visitor Services/Events/ (where applicable)**

- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across all Fife Properties as needed.
- Promoting conservation and our collections care work to our supporters through conservation in action and engagement activities at Falkland Palace.
- To assist with the set-up, stewarding and break-down of events in relation to collections across all Fife properties in liaison with your line manager.

### **Health and Safety**

- To ensure site meets with Health and Safety legislation and policy as directed by your line manager.
- To use personal protection equipment as provided and directed by your line manager.

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

### **Qualifications**

- No formal educational qualification required.

### **Skills, Experience & Knowledge**

#### Essential

- Experience of providing excellent customer care.
- A good team player.
- A flexible approach to work, multi-tasking and working with staff across various departments.
- Good time management.
- A strong eye for detail.
- Good interpersonal and communications skills.
- Valid UK driving license.
- Willingness to learn new techniques & activities, e.g. collections care, object handling etc.

#### Desirable

- Demonstrable experience in collections care or cleaning within historic buildings.
- Good understanding of preventive conservation and environmental monitoring.
- An interest in history, conservation and the care of collections.
- Experience of working with volunteers.
- Knowledge of Health and Safety and emergency procedures.

## **DIMENSIONS AND SCOPE OF JOB**

### Tools / equipment / systems

- All equipment and cleaning materials are provided.
- Conservation and collections care training will be provided.
- This job involves lifting and carrying, working at height and use of ladders & mobile access towers.

### Workplace context

- This role is primarily based at Falkland Palace but will include regular travel to Hill of Tarvit Mansion House and Kellie Castle to support care of collections within the cluster, as well as attend work related activity at other locations.
- Falkland Palace is a building spread over 4 floors linked by staircases but no lift.
- This job does not require you to undertake a criminal records check.

***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](mailto:workforus@nts.org.uk) by end of day on Sunday 19<sup>th</sup> July 2026.

Any cover letters should be no more than 1 A4 page.

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 "VSA Collections Care Fixed-Term – Falkland Palace"