

Role: Visitor Services Assistant - Food & Beverage	Region / Department: South and West
Reports to: Visitor Services Supervisor	Pay Grade: Grade 1 - £13.45 Per Hour
Location: Brodick Castle, Gardens & Country Park, Isle of Arran, KA27 8HY	Type of Contract: Fixed-Term Until October 2026. 35 Hours Per Week
COST CENTRE: 3BRO	ACTIVITY CODE: TRZ

JOB PURPOSE

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

Specifically, to ensure the smooth and safe operations in the Food & Beverage activities at Brodick Castle, Gardens and Country Park, making the property the best possible place to visit and work.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To always provide a consistently high standard of visitor care.

Ensuring the site is ready to open, welcoming visitors to the site and processing their admission or catering purchase in a friendly, efficient and knowledgeable manner.

- Welcome visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcome International visitors and aiding with specific needs.
- Welcome groups in an efficient and warm manner.
- Answering visitors' queries about the site, facilities, and the local area.
- Providing information about the site, its history, contents, offers, and merchandise.
- Promoting the National Trust for Scotland brand to include our Membership scheme, events, upselling other properties and any promotional campaigns.
- Being proactive in the selling of Membership and Gift Aid.
- To support the operational needs of the business with occasional cross department working such as guiding and retail.

Always maintain excellent standards of site and personal presentation.

- Wearing the correct uniform, name badges, or PPE as required.
- Upkeeping a clean and safe working environment for staff and visitors.
- Reporting all issues of damage, wear and tears, promptly to your Line Manager.

Food & Beverage Duties

- To ensure good housekeeping of kitchens, serveries and back of house areas.
- To ensure that merchandising is in accordance with NTS policy.
- To assist in achieving catering targets and KPI's.
- To actively upsell products and services to facilitate the visitor's enjoyment.
- To actively encourage visitor feedback using the Trust survey cards.
- To feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across departments and sites as needed, for instance in retail or guiding.
- Systems of recording are all up to date: including All-In-One records, allergens, COSSH, cleaning records, stock take and wastage.

Health and Safety

- To ensure the site meets with Health and Safety legislation in liaison with your department manager.

- To ensure that visitors vacate the site at the close of business and that the site is secured at the end of day.
- To use personal protection equipment as provided and directed by your line manager.
- To maintain a safe working environment for colleagues.
- Assist as a fire marshal for the safety of all staff and visitors.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- No formal educational qualification is required.

Desirable

- Barista Skills Qualification
- Food Safety Level 2 Qualification
- Allergen Awareness (Scotland)
- Relevant CPD/ Foundation qualification

Experience & knowledge

Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Ability to be flexible, adapt working patterns and tasks to meet day-to-day 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.
- Genuine belief in the value of good customer service.
- Excellent interpersonal and communication skills.
- Demonstrable time management skills and the ability to prioritise tasks.
- Ability to be proactive and to take the initiative as required.

Desirable

- Demonstrable experience in a customer-facing role or hospitality role, delivering impeccable customer care through excellent interpersonal skills.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- Excellent selling skills – adaptable to customer type and product.

DIMENSIONS AND SCOPE OF JOB

Scale

- The role has a primary working location of the Brodick Castle Catering areas such as the Woodland Café & Red Squirrel Kiosk.
- Additional working locations across the estate such as the gardens for functions and events.
- All gardens and policies on Property Brodick Castle and Gardens covers 78 acres and the Glen Rosa & Goatfell country Park covers 87 hectares.

People Management

- This role does not line manage any other position.
- This role works collaboratively with Admissions, Retail, Events and Visitor Services.

Finance Management

- This role holds no budget responsibilities.
- The role will be responsible for cash handling.

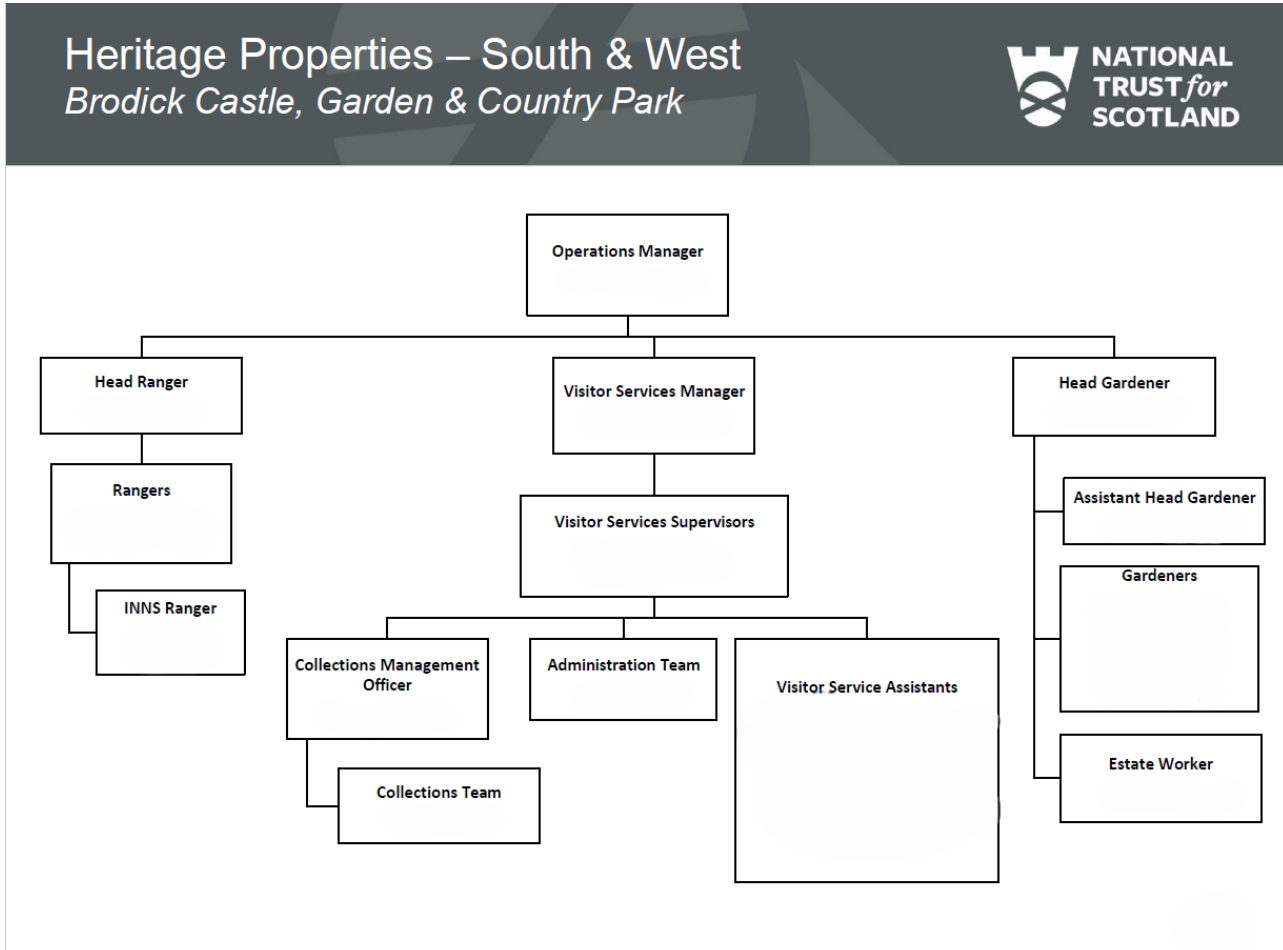
Tools / equipment / systems

- Use of EPOS Systems to process payments and admission.
- Use of digital applications and services for people management and communications.
- Use of catering equipment and machinery.

Example key performance indicators and targets

- Customer Service Score.
- Till Accuracy.
- Product Knowledge.
- Food Safety & Hygiene Compliance.

Place in organisational structure:



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.

HOW TO APPLY

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

- 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: "VSA Food & Beverage – Brodick Castle"