

Role: Visitor Services Assistant – Guide	Region: Edinburgh & East
Reports to: Visitor Services Manager	Pay Grade: Grade 1 - £13.45 per hour
Location: Culross Palace, Fife, KY12 8JH	Type of Contract: Part-Time, 7 Hours Per Week*. Fixed-Term Until 31 st October 2026
Cost Centre: 3CUR	Activity Code: TRZ
Note: Note: <i>Work pattern to be agreed and will include regular weekend working. * There will be a requirement to take on additional paid hours to cover staff absences.</i>	

JOB PURPOSE

To maximise visitor enjoyment through the presentation of an appropriate selection of verified facts and anecdotes relating to the property's history/design/contents/function; uphold excellence in visitor care; promote the value of the work of the Trust including membership; and assist with the general health, safety, and security of the property. Please note that the job involves some physical activity in the form of periods of standing, walking and being stationed outside.

Flexibility will be required as to when hours are worked and regular weekend working will be expected.

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 or Visitor Service Manager.

Tools/equipment and 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 SKILLS, EXPERIENCE & KNOWLEDGE

Essential:

- No formal educational qualifications required – full training will be given.
- Demonstrable working experience dealing with a wide range of people – preferably in a public situation.
- Demonstrable experience in guiding or presentation skills.
- Ability to think and act quickly when confronted with emergencies.
- Personal commitment to high standards of customer care
- Excellent verbal communication skill.
- Excellent interpersonal skills, with proven experience of dealing effectively with a diverse range of people.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Enthusiasm for Scottish heritage.
- Able to demonstrate a flexible approach to work.
- Demonstrable experience of working equally well on own initiative and within a team environment.
- 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:

- Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation.

The 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 12th July 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 Guide - Culross"