

Role: Visitor Services Assistant – Castle	Region: South and West
Reports to: Visitor Services Supervisor – Castle	Pay Grade: Grade1 Lower - £13.45 per hour
Location: Culzean Castle and Country Park	Type of Contract: Fixed Term until 1 st November 2026 working variable hours*
Cost Centre: 3CUZ	Activity Code: VSZ
Available Posts: <u>Visitor Service Assistants</u> 1 x post on *a rolling eight-week Rota – two weeks out of eight will be 14.5 hours and the remaining six will be 21 hours (Variable shift pattern working 3 or 4 days out of 7)	

PURPOSE OF THE ROLE

Culzean Castle is one of Scotland's most loved castles, as one of the Visitor Services team within the castle, you'll ensure that all visitors receive an excellent visitor experience and leave feeling inspired by this magical place. This will be achieved through being welcoming; engaging and knowledgeable; prepared to answer visitors' questions about objects, stories of the castle and its family and the NTS.

The role involves some physical activity and will include standing for periods of time and/or walking through the building undertaking guided tours. Due to the historic nature of the building physical access from the upper levels in the event of an emergency is currently only by stairs.

KEY RESPONSIBILITIES

Visitor Welcome & Front-of-House Duties

- Warmly welcome visitors to the Castle, checking tickets and upselling guidebooks to enhance their visit
- Ensure the highest level of customer service so all visitors receive an excellent experience
- Maximise visitor enjoyment and understanding of the property by engaging them with the history of Culzean and the Kennedy family
- Ensuring accurate recording of visitors through the till system

Membership Engagement & Promotion

- Share the benefits of membership with ticket holders and actively seek innovative ways to encourage recruitment
- Actively promote the work of the National Trust for Scotland and the value of membership to existing and potential members

Tours, Interpretation & Learning

- Deliver a broad range of high-quality guided tours and talks for the public and organised groups, following a pre-arranged script within the allotted time of 45 minutes

- Deliver engaging school workshops for all ages and abilities
- Enhance the visitor experience through third-person costumed interpretation, object handling and conservation demonstrations (where applicable)
- Promote and sensitively encourage donations during guided tours and/or at the Front Desk ensuring that visitors understand the impact of their support on the property's conservation work.

Security, Conservation & Property Care

- Be mindful of the security needs of the property and its contents, minimising opportunities for theft or damage through diligent monitoring of visitors and the implementation of security measures (e.g. locking up procedures etc.)
- Support the VSS Collections Care and the conservation the property and its contents, reducing the risk of accidental damage through visitor engagement and appropriate conservations/object handling practices

Health, Safety & Emergency Procedures

- Share in the common responsibility of implementing the Trust's Health & Safety policy, being mindful at all times of health & safety of self, staff, volunteers, and visitors
- Participate in the safe evacuation and management of colleagues and visitors in the event of a fire, security alert or alarm

Housekeeping & Daily Operations

- Share responsibility for housekeeping duties at the beginning of and end of each shift (e.g. hoovering, rubbish removal) including staffroom and staff bathroom

SCOPE OF ROLE

People Management

- No line management responsibility but will work closely with other property colleagues and will interact with other technical/specialist advisory colleagues based in other locations and departments.
- Will have daily interaction with members of the public of all ages and abilities

Financial Management

- Not a budget holder.

Essential

- Genuine belief in the work and values of the NTS and ability to exemplify these
- Strong commitment to excellent customer care, with the ability to motivate and engage others
- Enthusiasm for Scottish heritage, including family and history of art and architecture
- Confident, enthusiastic verbal communicator with excellent interpersonal skills
- Experience working effectively with a wide range of people in public facing roles
- Flexible and adaptable, able to adjust tasks and working patterns to meet daily needs of the property
- Able to match pace to visitor flow without compromising service quality
- Warm, welcoming front-of-house presence
- Strong selling skills, particularly for membership and guidebooks
- Effective time-management and prioritisation skills
- Proactive, with the ability to use initiative

Desirable

- Previous cash handling experience

- Historical knowledge of the site and a passion for heritage
- Previous experience or volunteer experience in museum, tourism or conservation sector
- Epos

The Key Responsibilities, Behaviours and 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.

Applications

Closing date for application – Sunday 9th July 2026

Interested applicants should forward a completed application form to the People Services Team, The National Trust for Scotland, Broadstone, 50 South Gyle Crescent, Edinburgh EH12 9LD or by email via workforus@nts.org.uk