

Role: Visitor Service Assistant - Housekeeping	Region: South & West
Reports to: Visitor Services Supervisor	Pay Grade: Grade 1 - £13.45 Per Hour
Location: Greenbank Garden, Flenders Road, G76 8RB	Type of Contract: Permanent. Part-Time, 12 Hours Per Week.
COST CENTRE: 3GRE	ACTIVITY CODE: PMZ

JOB PURPOSE

To clean and maintain Greenbank House, to ensure the site retains its Visit Scotland rating and to enhance the visitor experience at the property. The Domestic Visitor Assistant should provide an efficient and effective service through high standards of cleaning and maintenance based on the needs of the property all year round, including events and functions.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The housekeeper is responsible for a wide variety of duties in connection with the cleanliness and maintenance of the property. These duties involve keeping the House and courtyard toilets presentable for staff and visitors.

There is a degree of flexibility within the hours however we are looking for them to be split over 3 days for example 4hrs Monday, Wednesday & Friday.

Specific duties include:

- To ensure that a high level of cleanliness is maintained throughout the House and courtyard.
- To use cleaning materials appropriately, as instructed and economically; to inform Line Manager when stocks are low.
- Cleaning of all offices, toilets, staff kitchen and storage areas within the house.
- Wearing correct uniform, name badges, or PPE as required
- General cleaning of surfaces (e.g. windowsills, skirting boards, and doors) and the vacuuming/cleaning of floors as appropriate and cleaning of staff & public areas.
- To highlight general maintenance issues and forward to facilities manager/VSM where appropriate.
- Also required to contribute to major deep cleaning tasks during certain periods of the years.
- Empty and clean bins and remove waste to designated area, including the separation of waste, i.e. recycling, and any other duties required to maintain high standards required.
- Report to Line Manager any defects seen which are likely to affect public experience and security.
- The VSA is required to use only approved cleaning materials and in accordance with manufacturers printed instructions and COSHH regulations. Chemicals should never be mixed with other chemicals.
- Will be a frequent user of cleaning materials.
- Will be trained by the conservation team to assist with collections cleaning of various items within the house.

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

No formal educational qualification required.

Essential

- Sound previous housekeeping experience.
- Be flexible to changing demands of the post.
- Be responsible, thorough, and methodical.
- Initiative and the ability to work without supervision.
- Personal commitment to high standards of cleaning
- Attentive to detail with an eye for condition, presentation, and finish.
- Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland.
- This is a physical job, which will normally include use of ladders, stepladders, working at heights, lifting, fetching, and carrying objects.
- Working flexibly in response to the needs to the business, including evening/weekend work and lone working
- A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

Desirable

- Previous cleaning experience within a heritage setting.
- Clean and current driving license

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 Services Department (Applications) by email via workforus@nts.org.uk by Friday 7th August 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 - Greenbank"