

Role: Visitor Services Assistant	Region / Department: South & West
Reports to: Visitor Services Supervisor	Pay Band: Grade 1 - £13.45 Per Hour
Location: The Hill House	Type of Contract: Fixed term until 20/12/2026, 7-hours per week, varied working pattern
COST CENTRE (e.g.:3CUZ): 3HIH	ACTIVITY CODE (e.g.: VSZ): VSZ

JOB PURPOSE

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

Specifically, to ensure the smooth and safe operations in Admissions, house management, Catering and Events activities making the property the best possible place to visit and work.

We are looking for talented and customer focused individuals to join our team and to help us make The Hill House a 5* Visitor Attraction.

We are looking for people who have experience or a keen interest in Visitor Experience and Scotland's Heritage.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To provide a consistently high standard of visitor care at all times when:

- Welcoming visitors to the site and processing their admission/retail or catering purchase in a friendly, efficient, and knowledgeable manner.
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Equality Act.
- Welcoming international visitors and aiding with specific needs.
- Welcoming large groups in an efficient and warm manner.
- Answering visitors' queries about the site, education facilities and the local area.
- Housekeeping duties.
- Assisting in the day-to-day running of a retail offer.
- Providing information about the site, its history, contents, offers and merchandise.
- Promoting 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 maintain excellent standards of site and personal presentation at all times:

- The general ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing where required.
- Ensuring site is ready to open and welcome visitors by the set opening time.
- Wearing correct uniform, name badges, or PPE as required.

- Working in harmony with other departments; housekeeping, gardening, grounds maintenance and site repair employees/contractors.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- No formal qualification required.

Experience

Essential

- Demonstrable experience in a customer-facing retail-based role, delivering impeccable customer care through excellent inter-personal skills.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- Experience of an EPOS style till operation.
- Excellent “front of house” persona – warm, welcoming, patient, understanding.
- An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.

Desirable

- Experience in storytelling and a passion for Scottish heritage and history
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.

Finance Management

- To adhere to all financial procedures to include till operation and banking and safeguarding of monies: to implement amendments to standard procedure as instructions may dictate.
- Uses EPOS tills to process retail and admissions.
- To actively upsell products, services and memberships to facilitate the visitors’ enjoyment.

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.

Applications

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, by 13th September 2026.

- 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 – The Hill House"