

Role: Visitor Services Assistant - Cafe	Region / Department: North East
Reports to: Visitor Services Supervisor - Cafe	Pay Band: Grade 1 £13.45 per Hour
Location: Crathes Castle	Type of Contract: 15 hours per week. Fixed Term, October – December 2026. Variable shift patterns including weekend work with requirements for more hours during holiday periods.

JOB PURPOSE

We are looking for enthusiastic, motivated and talented customer focused individuals to join our team at Crathes Castle.

Crathes Castle is a fabulous place for tourists and locals to soak up the atmosphere of old Scotland. Staff should be passionate about delivering outstanding customer experiences to our visitors and guests and able to maximise opportunities to generate income. It's important that Visitor Service Assistants (VSA's) ensure the property and its assets are safe and secure. Furthermore, we're looking for team workers who are also able to use their own initiative and are driven to make a difference.

This role is about creating a 5-star visitor experience and providing outstanding customer service. We are looking for people who have experience or a keen interest in Catering.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To provide a consistently high standard of visitor care when –

- Welcoming visitors to the café and working in an efficient and knowledgeable manner
- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Equality Act.
- Answering visitors queries about the catering offer.
- Promoting the National Trust for Scotland and the benefits of membership.

To maintain excellent standards of site and personal presentation –

- Ensuring the café is fully stocked and set up daily.
- Wearing correct uniform, name badges, or PPE as required.
- Working in harmony with other departments within the property.

You must be flexible to meet the needs of the property, this will include weekend working.

Financial Responsibilities

- To adhere to all financial procedures to include till operations and cash reconciliation duties.
- Help achieve sales targets and membership recruitment targets.
- Upsell products within the café.

- Actively feedback visitor comments to line managers to improve offer, service and operation.

Health and Safety

- To ensure the site meets with the Health and Safety legislation in liaison with your department manager.
- To ensure that visitors vacate the site at close of business and site is secured at end of the day.

QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Experience

Essential

- Ability to work within a team, with minimal supervision, to a high and safe standard.
- Ability to be flexible and adapt to various working patterns.
- 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.
- Excellent personal presentation.

Desirable

- Basic Food Hygiene Qualification.
- Demonstrable experience in sales, EPOS systems and cash handling/reconciliation.
- Experience in a customer facing role.
- Catering experience.

The Key Responsibilities, 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.

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 20th September 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, "Gardener – Leith Hall."