

**JOB TITLE:** Visitor Centre Assistant

**SALARY:** £14.12 per hour

**LOCATION:** Ben Nevis Visitor Centre, Glen Nevis, Fort William

**HOMEWORKING:** This post is not suitable for homeworking

**RESPONSIBLE TO:** Facilities Manager

**JOB PURPOSE:** To provide outstanding customer care, including information, guidance and assistance to all Centre Visitors in a safe, clean and friendly environment.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Assist in the day-to-day operation of the Visitor Centre, by providing outstanding customer care in all areas.
- Work on a rota basis within the Visitor Centre, retail area and cleaning roles, including regular weekend and bank holiday working.
- Provide information relating to Ben Nevis, Glen Nevis and surrounding area.
- Assist in ensuring the Visitor Centre is open and securely closed at the appropriate times.
- Assist with the running of the retail operation – sale, stock deliveries/replenishing, stock take etc.
- Daily cash handling and maintaining accurate records.
- Facilitate group bookings within the Visitor Centre.
- Respond to telephone enquiries and deal with them appropriately.
- Assist with ensuring the security and safety of the public and private areas of the centre and grounds, in liaison with all other staff.
- Carry out Fire warden duties as required
- Undertake cleaning duties ensuring a high standard of cleanliness within the Visitor Centre, external grounds and public toilets.
- Ensure that all activities are carried out safely and in accordance within house policies and procedures.
- Operate a hot beverage service and soft scoop ice cream machine for the public.
- Pursue continuous professional development and contribute to the continuous improvement of the Ben Nevis Visitor Centre and High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.

- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the Ben Nevis Visitor Centre team.
- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date: April 2026**

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*

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**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

**EXPERIENCE**

- Experience in a customer facing environment – ideally in a tourist focused industry.
- Cash handling experience
- Basic level of cleaning experience

**SKILLS/ATTRIBUTES GENERAL**

- Good communications skills
- Ability to record information accurately
- Ability and willingness to learn new skills/seek solutions to problems
- Ability to work in a manner that ensures the safety of yourself and others
- Ability to work as a member of a team or solo
- Excellent customer service skills
- Ability to self-motivate and work on a flexible rota that includes regular weekend and bank holiday working
- Ability to follow policies and procedures

**DESIRABLE ATTRIBUTES**

- First Aid
- Food Hygiene
- Retail experience

**SKILLS/ABILITIES SPECIFIC TO THE POST**

- A good local knowledge of Ben Nevis, Glen Nevis and the surrounding area
- Knowledge of the Outdoor Access Code
- Previous experience of working with the public within a service orientated environment

## **Visitor Services Seasonal Role Outline**

**Visitor Centre:** Welcoming and serving approx. 100,000 visitors each season, while encouraging safe hill walking and promoting the outdoor access code, orientating visitors, welcoming groups, keeping accurate recording of income and visitor statistics. Maintaining stock levels and selling retail products / maps of local area. Maintaining cleanliness within the centre, outdoor areas and public toilets.