



JOB DESCRIPTION

Position:	Visitor Centre & Retail Assistant
Reports to:	Café & Visitor Centre Manager
Salary:	National Living Wage.
Location:	Coach House Café, Dumfries House, Cumnock

The King's Foundation

The King's Foundation is a charity founded by King Charles III and was first formed in 1990. Inspired by the vision and values of His Majesty, the Foundation focuses on creating better communities where people, places and the planet can coexist in harmony.

The charity offers education courses for over 15,000 students annually, health and wellbeing programmes for nearly 2,000 people every year, and spearheads placemaking and regeneration projects in the UK and overseas to revitalise communities and historic buildings.

The King's Foundation is headquartered at its flagship regeneration project, Dumfries House in Ayrshire, Scotland, and acts as custodian of other historic Royal sites including the Castle of Mey in Caithness, Scotland, and Highgrove Gardens in Gloucestershire, which are open to visitors. The Foundation also carries out its work at educational and cultural hubs in London, based at The King's Foundation School for Traditional Arts in Shoreditch, Trinity Buoy Wharf on the River Thames and the Garrison Chapel in Chelsea.

The work of The King's Foundation is underpinned by our Founder His Majesty The King's philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future. We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work. We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments. We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

The Role:

We are looking for a flexible, hardworking & organised individual to join our team in the Visitor Centre & Shop.



Key Tasks

Customer Service

- Greet customers in a friendly and professional manner.
- Direct pre booked tour customers and engage with them, answering any queries.
- Guide the public with tours and on areas to visit on the Estate.
- Assist customers with purchases, offering recommendations on products.
- Process purchases at the till accurately, including cash handling and card transactions.

Sales & Merchandising

- Restock shelves, rotate stock, and ensure displays are attractive and on-brand.
- Assist with promotional setups, seasonal displays, and price changes.
- Maintain product knowledge to upsell and promote items effectively.

Retail Assistance

- Keep the shop floor clean, tidy, and safe at all times.
- Assist with stock deliveries, unpacking, and organising stockrooms.
- Conduct stock counts and report discrepancies.
- Follow health & safety and loss-prevention procedures.
- Communicate effectively with colleagues and manager about issues, stock levels, and customer feedback.

Person Specification

The ideal candidate will have experience in retail with a friendly manner who will fit in with our existing team. They should have excellent communication skills and be able to work at a fast pace in a busy environment. Reliability, punctuality and a positive attitude are essential to fulfil the role.

Skills & Experience

- Previous retail, sales, or customer service experience.
- Knowledge of EPOS/till systems.
- Interest and knowledge of The Kings Foundation and Dumfries House

Other Information.

- The post will be based at Dumfries House, Cumnock, KA18 2NJ.
- Hours of work are an average of 30hrs per week on an annualised hour basis.
- Additional hours available to cover holidays.
- You must have the legal right to work in the UK.

Applications: Please submit a cover letter and CV (please note one A4 page maximum each for CV and letter) to Gordon Watson, email address: - hr.recruitment@kings-foundation.org and request an application form.

Closing date for applications: Monday 9th of March 2026