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| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab | Job Description | March 2021 |

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| **Role:** Food & Beverage Supervisor (VSS Catering) | **Region / Department:** Edinburgh & East, Operations |
| **Reports to:** Visitor Services Manager/ Ops Manager | Pay Band: £22,572Grade 3 Lower  |
| **Location:**Gladstone’s Land, Edinburgh | **Type of Contract:**  Permanent , Full Time |
| **Note:***The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: Available to work weekends, no evening work planned (unless arranged for a specific function)* |

# JOB PURPOSE

You will be responsible for the operational delivery of the café, ice cream, retail and visitor services at Gladstone’s Land. Delivering performance standards and targets to ensure enjoyment of the property by visitors and members is maximised and key commercial, financial and development objectives are achieved to make the property fully sustainable. You will be part of a broader management team responsible for delivering an overall visitor service strategy, promoting good communication across the site and a joined-up service provision.

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

**Supervising/undertaking the day-to-day operation of the property and environs to ensure an excellent customer/visitor experience. This includes supervision of:**

* Responsibility for the supervision and delivery of the catering facilities at Gladstone’s Land.
* Being visitor/customer focused by being visible, approachable, and quick to exceed expectations in fulfilling customer needs.
* Line management of Visitor Services Assistants and volunteers
* Duty management and oversight/maintenance of the property
* Recording and reporting all accidents within the location, adhering to location and company procedures
* Ensuring all equipment is well maintained and is in good working order
* Maintaining location cleaning schedules
* Adhering to the sale of alcohol legislation
* Retail, Ticketing & Membership sales (to targets) and general customer service (individuals, education visits, other groups);
* Security of the Property;
* Ensuring Apartements are up to our standards.
* Health & Safety procedures, emergency procedures, and environmental procedures;
* Deputising for the Visitor Services Manager / Operations Manager on-site and off-site as required

**Responsible for day to day financial administration at the property, including**

* Ensuring the completion of Cash/till reconciliation;
* Week-end reports and reconciliation;
* Completion of the banking and all cash handling processes

**Supporting the Visitor Services / Operations Manager with**

* recruitment; induction; development; and management of all visitor services employees and volunteers such that they understand and are equipped to fulfill their roles to the standards required and that they feel valued, respected and supported.

**Working closely with other managers across the Property to deliver a programme of visitor events, which increase visitor numbers, drive secondary spend and support overall Property targets;**

**Instil a Health & Safety culture across the property, ensuring the team work within the property’s ‘Safe System of Work’ to reduce risk of incidents and accidents to volunteers, employees and visitors.**

# REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

**Qualifications**

* No formal educational qualification required (but see “Experience” below);
* A full, clean driving license for driving in the UK.

**Skills, Experience & Knowledge**

Essential

* Significant previous experience of working in an operations role in the hospitality industry – including supervision of staff and/or responsibility for specific activities;
* Previous event coordination/management experience
* Excellent customer service skills
* Excellent organisational, administrative and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands;
* Proven sales skills with the ability to achieve targets;
* The ability to think and act quickly when confronted with emergencies;
* Competent user of Microsoft Office products;
* An understanding and commitment to the aims and objectives of the National Trust for Scotland.
* Access to own transport.

Desirable

* Food Hygiene Qualification;
* A formal qualification in Heritage Management, Hospitality, Tourism or Event Management;

# 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.

Applications

Interested applicants should forward a completed application form to the People Department (Applications), The National Trust for Scotland, Hermiston Quay, 5 Cultins Road Edinburgh EH11 4DF, by mail or by email via workforus@nts.org.uk, by first post (i.e. 10.00am) on 10th December 2021.