

<b>Role:</b> Visitor Services Supervisor – Food & Beverage	<b>Region:</b> South and West
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band:</b> Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
<b>Location:</b> Brodick Castle	<b>Type of Contract:</b> Permanent, 40 hours per week (5 days including regular weekends). Start date mid to late September (negotiable)
<b>COST CENTRE:</b> 3BRO	<b>ACTIVITY CODE:</b> TRZ
<b>Note:</b> <i>The post is subject to the standard terms and conditions provided with the application pack and includes regular weekend working and occasional evenings when required. Accommodation may be available to rent if required.</i>	

## **JOB PURPOSE**

A visit to The Woodland Café and Squirrel Hut is an important part of a trip to Brodick Castle, Garden & Estate, for both tourists and locals. With two Food & Beverage outlets there is plenty of choice to meet all our visitors' needs. The Woodland Café is the first place on the visitor route, it's tall ceilings, large glass windows and developing greenery give visitors that indoor, outdoor experience. With a mixture of indoor and outdoor seating we aim to cater for everyone, from the grab and go walker to those enjoying a leisurely lunch.

The Squirrel Hut, located in the adventure playground offers parents and children the opportunity to play as well as relax with a great coffee and cake or cool ice cream and summer shake.

We pride ourselves on a warm welcome, outstanding service and tasty menu, serving homemade soups, as well as hearty meals such as pasties and deliciously tasty sandwiches or summer salad bowls. We also have a variety of treats for sweet-toothed visitors, not forgetting our fabulous scones, seasonal milkshakes, and specialty coffees.

We are looking for a highly motivated Visitor Services Supervisor to deliver excellent visitor service and supervision in our F&B outlets.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **Visitor experience**

- Offer excellent customer service and ensure all members of the F&B team do the same.
- Delivering high standards and a consistently warm welcome within the F&B department.
- Act as one of our duty manager team, responsible for ensuring a safe and smooth visitor operation, opening/closing and security of buildings, addressing issues and emergency procedure and providing relief cover, as required.
- Work closely with all departments across the site from visitor services to the gardens team.
- Build lasting relationships with the Arran community creating sustainable repeat customers.

### **Catering operation**

- Plan, prepare, cook, and present food of the highest quality and standard.
- Ensure that food is prepared and served in a timely manner.
- Lead with menu development ensuring presentation of a high-quality food and drink offer.
- Ensure compliance with health and safety, food hygiene, food allergen, licensing, and environmental health standards, completing all related record-keeping.

- Accountable for cost-effective stock management, ordering, storage, and wastage control.

### **People management**

- Supervise the activities of a team of permanent and seasonal Visitor Service Assistants (VSAs), achieving excellent staff performance and motivation through effective induction, training, task-setting, and coaching on front and back-of-house routines.
- Prepare catering rotas and holiday allocation to meet business needs.
- Work closely with specialist advisory colleagues, i.e. our Trust-wide Catering Development team.
- Instil a Health & safety and Environmental health culture throughout the catering operation.

### **Finance Management**

- Share responsibility for achieving the catering budget together with the F& B Manager
- Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective catering operation.
- Supervise daily café till operations and perform end-of-day income reconciliation.
- Assist the F&B Manager with menu costing and stock-taking.
- You may have delegated tasks within other departments, and you will understand and help deliver the overall property business plan.

### **Performance indicators and targets**

- Weekly, monthly and annual sales and cost of sales targets.
- Food compliance standards and record-keeping.
- Visitor enjoyment reviews and ratings from visitor surveys and visitor feedback.

### **Tools / equipment / systems**

- Access to laptop and relevant online people management, training, financial monitoring, and stock ordering systems, including NTS intranet and Microsoft 365.
- EPOS tills and chip and pin machines.
- Fully equipped commercial catering kitchens.

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Qualifications**

#### *Essential*

- Level 2 Intermediate Food Hygiene Certificate or above.
- Barista experience.
- A full, clean driving license for driving in the UK.

#### *Desirable*

- A formal qualification in Catering, Hospitality, Tourism or Event Management.
- A recognised SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License.
- Recognised First Aid Qualification (or willingness to train and use this, if not already held).

### **Experience & Skills**

- Successful background in supervising and managing a busy catering environment.
- Ability to display a real passion for food and customer service.
- Ability to be proactive and to take initiative.
- Computer literacy with excellent ability on MS software.

- Excellent leadership and influencing skills, supervising, and supporting staff on a daily basis.
- Experience of cash handling, monitoring, and interpreting financial data.
- Well-developed time management and organisational skills.
- Understanding of and belief in the work of the National Trust for Scotland.

## **DIMENSIONS AND SCOPE OF JOB**

### Scope of Role

Brodick Castle's food and beverage currently generates approximately £160k income per annum, though the aim is to grow this over the coming years, with plans to trade all year and the addition of developing the current events and wedding packages further at Brodick.

The post involves some physical activity including prospective client tours of the facilities and lifting and carrying. The Castle is split over several levels, many of which are not accessible other than by the stairs.

Due to the nature of our developing hospitality/functions business frequent evening and weekend work can be expected.

The post-holder may be required to undertake errands around the estate and to/from local businesses as well as attending meetings at other Trust venues, practical only by vehicle.

**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 their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by **Sunday 11<sup>th</sup> of August 2024**. Interviews are likely to take place the week of the 26<sup>th</sup> of August.

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 – Brodick"

Accommodation may be available to rent.