



## Visitor Centre Operations Manager

<b>Location:</b>	Kelburn Estate, Fairlie, Largs, KA29 0BE
<b>Salary:</b>	23k – 28k (commensurate with experience) + Accommodation if needed
<b>Accommodation:</b>	Small 2 bed flat
<b>Terms:</b>	Permanent with Seasonal Hours
<b>Reporting to:</b>	General Manager, Owner and Director
<b>Management of:</b>	Events and FOH Ranger team, Glamping and Accommodations Supervisor, Visitor Centre Supervisor, Office Staff, Retail Manager, Seasonal and Volunteer Rangers
<b>Internal relationships:</b>	Estate Manager, Head of Grounds and Gardens, Marketing Manager, Stables Manager, Castle Manager, Weddings Coordinator, Senior Estate Ranger, Financial Controller.

**Job Description:** Kelburn Estate requires an experienced Operations Manager to join our team on a full-time basis. The ideal candidate is an effective leader with previous tourism management experience. The role is a senior management position, and involves direct management of the Visitor Centre, Retail, Glamping and Office Operations. The job also shares the role of Head Ranger with The Head of Grounds and Gardens, with you taking direct line management of the Front of House and Events team. Kelburn is a well-known and beautiful estate located near Largs, around a 45 min drive from Glasgow. This role represents an excellent opportunity to join a fantastic team and be a part of the regeneration of an established business, which is world famous for its Castle Graffiti Project, incredible events, and creative atmosphere. As we are a year-round visitor attraction, weekend and evening working is required.

**Application Deadline:** Wednesday 5<sup>th</sup> January at 5pm  
**Interviews:** Week commencing 17<sup>th</sup> January

### Key Responsibilities:

- To work in collaboration with the Estate Manager, Head of Grounds and Gardens and General Manager at Kelburn to ensure good management of all aspects of the Visitor Experience and Tourism Offering and its maintenance.
- Direct responsibility for the day-to-day operation of Kelburn's Visitor Operation and staff, including the full visitor experience, all visitor attractions, Shop, Office, and Glamping and Camping facility. This includes all daily routines such as litter, loos, parking, etc.
- Working with the General Manager and Owners of Kelburn in developing plans and policies for the improvement and growth of the business. Establishing financial targets, budgets and key performance indicators and implement strategies to deliver these goals.

- Oversight and management of the office and Information Centre and its systems to ensure smooth and effective administrative operations. This includes the creation and management of staff and volunteer rotas, timesheet management, booking systems, diary management, and cash management.
- Working with the Financial Controller to ensure all required financial reporting and procedures are implemented within your team.
- Lead a team of Front of House and Event Rangers in devising and delivering Kelburn's annual events and activities programme, including the creation, management and delivery of all school visits and educational programmes.
- Working with external Event Managers and companies when required to assist in the delivery of certain major events in the year, such as Halloween and The Kelburn Garden Party.
- Ensuring effective and efficient staff communication, the setting up of regular meetings to discuss job duties and the monitoring of staff performance.
- Responsible for staff recruitment, training, and disciplinary procedures within your team when required.
- Collectively responsible, along with the other senior managers, for the general wellbeing and morale of the Kelburn team.
- Ensuring the delivery of excellent customer service and standards in all activities relating to the visitor experience across the departments for which you are responsible.
- Assisting the Marketing Manager in the delivery of marketing strategies and other marketing activities of the business, including updating the website and social media channels as required.
- Coordinating with Kelburn's franchised Catering Operations to ensure Kelburn's interests are best represented.
- Assisting with Grant Funding applications and submitting reports when necessary
- Supporting other departments at Kelburn when required, including the Castle, Weddings, and Functions Team
- To be fully responsible for the Health and Safety of your department both in relation to your team and the general public in connection to your activities. In conjunction with the Estate team, ensure all public areas of Kelburn Estate, including public attractions and play areas are accessible, safe and attractive to the public.
- Coordinate the daily safety checks and monitoring of the play areas and ensure all relevant safety procedures are carried out to the standards of best practice.

### Essential Skills and Qualifications

- Confident working alone when required, but an effective team leader with the ability to promote joint team working and team building.
- Proactive and resourceful with a desire to improve systems and procedures and enhance all aspects of the public experience at Kelburn.
- Self-motivated and results orientated with excellent organisational skills and the ability to work to and implement processes.
- Ability to motivate, inspire and empower staff.
- Experience working in the tourism/leisure industry
- Ability to delegate responsibilities effectively
- Ability to deliver high quality and consistent service / products
- Demonstrable experience of managing and coordinating staff and volunteers.

- Competent IT skills, particularly in the use of Microsoft Word and Excel.
- Excellent communication skills, both verbal and written.

Desired Skills and Experience:

- Business development and strategy experience
- Previous experience dealing with Scottish Natural Heritage or other equivalent funding bodies
- Strong budget management and financial control experience
- Previous HR experience
- Educated to degree level or equivalent
- Qualifications gained within rural estate and land management

Other Requirements:

- Current Driving License
- Able to work evenings, weekends, and public holidays as required.

**To Apply:**

Please send your CV and a covering letter detailing your suitability for the role to Eileen Kerr – [eileen@kelburnestate.com](mailto:eileen@kelburnestate.com) - by 5pm on Wednesday 5<sup>th</sup> January.