



<b>Job Title</b>	Area Visitor Services Manager
<b>Pay Band &amp; Range</b>	Pay Band 5 / CS EO - £28,678 to £30,762
<b>Starting Salary</b>	£28,678
<b>Business Area</b>	Visitor Services
<b>Location</b>	The Lodge, Aberfoyle
<b>Contract Type</b>	Permanent
<b>Number of Posts</b>	1
<b>Line Manager</b>	Regional Visitor Services Manager
<b>Closing Date</b>	Applications are accepted until 11.55 pm on the closing date.
<b>Working Pattern</b>	This is a full time vacancy; however, we are a flexible employer and encourage applicants who wish to work other flexible working patterns to apply, as requests will be considered.
<b>Nationality Requirements</b>	We are currently unable to sponsor individuals to work in the UK; therefore it is essential that you ensure you have the <a href="#">Right to work in the UK</a> before applying to work with us.  You are also be required to meet the nationality requirements to work for the <a href="#">Civil Service</a> .
<b>Disability Confident Scheme</b>	Applicants claiming a guaranteed interview will be invited for further assessment should they meet the minimum essential criteria listed in this document.
<b>Further Information</b>	Further information about this post is available from <a href="mailto:HR@forestryandland.gov.scot">HR@forestryandland.gov.scot</a> .  If you have any queries relating the recruitment process or require any adjustments for the application process, please contact <a href="mailto:HR@forestryandland.gov.scot">HR@forestryandland.gov.scot</a> .



## About the team

Forestry and Land Scotland (FLS) is an agency of the Scottish Government. We manage Scotland's Forests and Land on behalf of the Scottish Ministers.

FLS Central region covers 92,000ha of forests, stretching from the Atlantic oak woodlands on Cowal in the West, across Loch Lomond and Trossachs National Park to the recreational pinewoods of Fife, and includes lowland raised bogs and former coal sites within the southern central belt area.

The Visitor Services Team are responsible for providing a high quality visitor experience through the management of the recreational facilities and engagement with: visitors, lease holders, event organisers and participants.

The Visitor Services team manage public access and safety across the geographically diverse holding including 112 managed trails 1 visitor centre and 40 urban woodlands that support the mental and physical wellbeing of over 2.6 million visitors annually.

## What you will do

Working with a small team, you will manage a diverse range of sites. This includes The Lodge Visitor Centre, Aberfoyle along with Sallochty camp site on East Loch Lomond. You will work with colleagues to provide a high quality, 7 day, visitor experience, in a safe and cost effective way. The Lodge is currently accredited by Visit Scotland as a 5 star visitor attraction. Part of the role is to encourage new audiences to our sites across the Loch Lomond and Trossachs National Park and central belt, working with neighbours, groups and communities to enhance visitor experience. You will also build working relationships with partners to develop and oversee visitor engagement and infrastructure projects.

Occasional evening, weekend and public holiday working is a requirement for the role.

## Main Duties

- Work positively and proactively with customers, stakeholders, communities, businesses and partners;
- Represent FLS at community, business, partner and stakeholder meetings;
- Deal promptly and helpfully with any enquiries and complaints;



- Develop strong and positive relationships across the region and promote excellent internal communications;
- In line with national strategy and regional plans seek out new ideas, opportunities and projects to develop the business within your area: revenue opportunities, partnerships and enhanced experiences;
- Specify and monitor routine safety checks for your sites; support colleagues as necessary to carry out these checks;
- Specify and monitor routine maintenance work for your sites; liaise with colleagues to support standards;
- Specify project work for your sites to maintain and develop high quality recreation facilities: create work plans as needed and work closely with delivery colleagues to get this work done;
- Manage your local visitor services staff by agreeing clear responsibilities and work programmes in line with regional and national priorities;
- Promote a high level of customer focus and high standards of delivery amongst staff;
- Monitor and support skills and knowledge development for staff, through coaching and access to training;
- Promote a safety-first culture in all aspects of the role: a safe and healthy environment for visitors and staff, in line with corporate standards and industry best practice.

## Success Profile

Below are details of the [Success Profile](#) that make up this role. You will be expected to provide evidence to show how you meet the criteria at application and/or interview stage.

### Behaviours

**Behaviour 1 and Lead Criteria:** Managing a Quality Service

**Behaviour 2:** Communicating and Influencing

**Behaviour 3:** Working Together

**Behaviour 4:** Seeing the Big Picture

### Experience

Essential:

- Substantial experience of managing recreation facilities within the countryside / recreation / tourism sector to a high standard;
- Staff management experience;
- Budget management experience;
- Exceptional communication skills;



- Capable of working effectively with a wide range of people;
- Competent in the use of IT with a good working knowledge of Microsoft applications including Excel, Word and Outlook.

Desirable:

- Ability to use GIS or equivalent software, with a commitment to learn more;
- Knowledge of countryside and land management, with a commitment to learn more;
- Experience of partnership working with communities;
- Contract/ project management experience;
- Experience of revenue generation/commercial activity.

## Technical

Essential:

- Driving license

## Strengths

You will not be assessed against this at application stage. However, this will be assessed if you are successful for interview

## What we offer you

If successful, you will be entitled to a wide range of benefits. This includes:

- A generous annual leave allowance of 25 days, rising to 30 days per year after 5 years' service. In addition, there are currently 11.5 days of public and privilege holidays, dates of which are set annually;
- A competitive [contributory pension scheme](#);
- Annual pay progression (subject to Scottish Government approval);
- Access to an ASVA card, giving you free access to over 480 visitor attractions and sites across Scotland;
- Employee discount with Forest Holidays;
- Cycle to Work Scheme;
- A generous paid maternity and paternity leave;
- We recognise the importance of enabling employees to achieve a healthy work-life balance by offering flexi-time arrangements in areas of the business where it is appropriate to do so;
- Access to join the Civil Service Sports Council (CSSC), which offers a number of discounts, access to leisure activities, gyms and much more;



- Free car parking spaces for staff (dependent on the office location);
- Employee development opportunities - Personal and professional development with a range of in-house courses offered by our Learning and Development team;
- Fully funded professional accreditation fees required for your role, where applicable;
- Access to the Employee Assistance Programme – available all year round (24 hours, 7 days a week);
- Trade union membership for those interested in joining one.

## Additional information

Where a vacancy attracts more than 10 applications, only certain ‘essential’ criteria, known as ‘lead criteria’, will be assessed at sift stage, providing this is specified in the advert. However, it is still important that you complete the entire application form in sufficient detail, as there is no way of knowing that a vacancy will have a high number of applications.

We strongly believe in an inclusive and supportive work culture. We welcome applications from everyone regardless of background. We are currently under-represented by women; therefore we encourage applications from females.

## Concerns about our recruitment

If you believe that the Civil Service Recruitment Principles have been breached you can submit a complaint to the Head of People and OD who will assess compliance with the Recruitment Principles but will not review the decision(s) of the selection board.

If you are not satisfied with the response from your complaint, you may submit an appeal to the Civil Service Commission, as set out in the complaint outcome letter. For more information on the Civil Service Commission Complaints Procedure, please [click here](#).