



Job Title	Visitor Centre Supervisor
Pay Band	Pay Band 6a / CS AO
Business Area	Visitor Services and Communities
Location	Aberfoyle
Contract Type	Permanent
Number of Posts	1
Manager Job Title	Area Visitor Services manager
Closing Date	Applications will be accepted until 11:55pm on the closing date stated on the advert.
Working Pattern	<p>This is a full-time vacancy, based on a 37 hour week.</p> <p>We're a flexible employer and encourage applicants who wish to work a flexible working pattern to apply - all requests will be considered.</p>
Nationality Requirements	<p>It's essential you have the right to work in the UK before applying to work with us, as we're currently unable to offer sponsorship.</p> <p>You'll also need to meet the requirements of the Civil Service Nationality Rules.</p>
Disability Confident Scheme	<p>If you apply under the Disability Confident Scheme, you'll be invited for interview/assessment, so long as you meet any elements of 'Experience' or 'Technical' marked as essential and can demonstrate the relevant Behaviours set out in the Success Profile.</p>
Further Information	<p>If you have any questions about this post, please email andrew.clark@forestryandland.gov.scot</p> <p>If you have any questions about the recruitment process, or require any adjustments, please email HR@forestryandland.gov.scot</p>



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 Central Region Visitor Services team manage public access and safety across the geographically diverse holdings 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. The Region includes Glasgow, Edinburgh, Loch Lomond and the Trossachs National Park. This role will be situated in the eastern part of the national park: Queen Elizabeth Forest Park.

Queen Elizabeth Forest Park contains a number of popular visitor locations: The Lodge Visitor Centre, Sallochys Campsite, East Loch Lomond, 3 Lochs Forest Drive, Ben A'an, Ben Ledi, Strathyre, Achray Forest and Loch Ard Forest. The Visitor Centre Supervisor will work from the Lodge Forest Visitor Centre, Aberfoyle and receives over 200,000 visitors annually and is a national 5 star Visit Scotland destination delivering a wide range of visitor experiences on site.

The Visitor Service and Communities (VS&C) team is responsible for ensuring the delivery of high quality visitor experience through the management of the recreational facilities and engagement with: visitors, lease holders, event organisers and participants as well as planning future developments.

What you will do

Working with a small team at the Lodge you will deliver a high level of customer service and hospitality, hold events, promote the recreational opportunities in the area and maintain the trails leading directly from the Lodge. The post holder will supervise the day to day management of the Lodge and onsite FLS staff, deliver regular building and staff supervisor checks and be the onsite supervisor for FLS.

You will build working relationships with partners such as Café at the Lodge, Go Ape Tree Top Adventures, RSPB, Wildlife Tourism and the National Park Authority, to develop and oversee visitor engagement and infrastructure projects.

The Lodge is open 7 days a week and this post will be part of a 7 day rota. The role is a full time position (37 hours per week) with weekend, public holiday and occasional evenings a requirement for the role.



Main Duties

- Ensure that a consistent and high quality 5 Star visitor experience is delivered. Provide quality front of house services including advice and information to customers and stakeholders.
- Ensure the offer at the Lodge appeals to our audiences and remains fresh and relevant.
- Supervise onsite FLS staff and be onsite duty supervisor for Forestry and land Scotland. Ensure tasks undertaken by the team are to a sufficient standard.
- Deliver daily, weekly and monthly building and staff safety checks. Ensuring building maintenance is commissioned and delivered to a sufficient standard.
- Deliver our Volunteer offer at the Lodge.
- Respond to customer complaints and suggestions in a professional and courteous manner.
- Ensure all site Health and Safety protocols are adhered to and any incidents are appropriately recorded. Ensuring compliance with all relevant legislation and guidance, to meet visitor needs.
- Work closely with onsite partners and tenants, building on current strong relationships. Engage with stakeholders e.g. local community groups, neighbours, project delivery partners.

The successful applicant should be able to demonstrate that they are well organised, able to work proactively within a team and work positively with Tenant Businesses. A willing and flexible approach is required as the role varies greatly on a daily basis from organising repairs for boilers and water systems to facility cleaning and management.

Success Profile

The [Success Profile](#) below set outs the essential and desirable elements that make up the vacant position - you'll be expected to demonstrate these element in your application and/or during your interview and/or assessment.

Experience

Essential:

- Experience of delivering supervision of a visitor centre.
- Experience of supervising a team and tasks delivered by the team.
- Experience of working with onsite partners / tenants.
- Demonstrable evidence of successful team working.



- Demonstrable experience of delivering high quality customer service and hospitality.
- Being friendly and approachable to members of the public.
- Experience of responding to customer complaints.
- Experience of delivering visitor and visitor centre site safety, including knowledge of processes and working practices.
- Competent user of Microsoft packages such as Word, Excel, Outlook and Social Media.

Desirable:

- Experience of running events.
- Knowledge of green tourism award.
- Understanding of local area and/or the work of Forestry and Land Scotland
- Experience of monitoring outdoor trails, play equipment and outside furniture.

Technical

Desirable:

- Any relevant qualification within a field such as leisure, recreation or Tourism.
- A current first aid qualification.
- Driving licence.

Behaviours

On the application form you'll find four free text boxes to provide your behaviour responses. Please note, you're only required to provide evidence against the below behaviours on your application. This means that if less than four behaviours are noted, you can leave the relevant free text(s) box blank on your application.

Behaviour 1 and Lead Criteria: Managing a Quality Service

Behaviour 2: Leadership

Behaviour 3: Communicating and Influencing

Behaviour 4: Delivering at Pace

What we offer you

If successful, you will be entitled to a wide range of benefits, the detail of which can be found [here](#).

Additional information

We believe it's important to create an inclusive and supportive work culture, and we welcome applications from everyone, regardless of background.



It's important you complete the entire application form (where relevant) in sufficient detail – this will give you the best chance of being invited for interview and/or assessment. Where a vacancy attracts a higher number of applications, only 'Behaviour 1 - lead criteria' will be assessed at sift stage. 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.

Concerns about our recruitment

If you believe the [Civil Service Recruitment Principles](#) have been breached, you can submit a complaint to the Head of People and Organisational Development - they will assess compliance with the Principles, but will not review the decision(s) of the recruitment panel.