

Rosslyn Chapel was founded in 1446. The beauty of its setting and the mysterious symbolism of its ornate stonework have inspired, attracted and intrigued visitors, writers and artists for generations.

The Chapel is a Category A listed building and designated a 5-star attraction by VisitScotland. In 2019, over 180,000 people visited.

Rosslyn Chapel is managed by Rosslyn Chapel Trust, a charity registered in Scotland (SC024324). The Trust also manages Rosslyn Castle and Collegehill House, which are both available for holiday accommodation, and an area of Roslin Glen.

The Trust is now recruiting for a Visitor Services Manager.

**Rosslyn Chapel**

**Chapel Loan**

**Roslin**

**Midlothian**

**EH25 9PU**

**www.rosslynchapel.com**

**Visitor Services Manager**

Job purpose: Ensure the highest quality of visitor experience by managing the smooth running of day to day operations in the Chapel and Visitor Centre to agreed standards

Line management: Guides; shop/admissions staff; security officers

Main Duties

Staff

1. Plan, organise and communicate staff working patterns by managing the rota for Guides and Admissions/ Shop staff (postholder may need to provide cover from time to time to fill gaps) and security team
2. Ensure good communications with staff to achieve a great working environment

Commercial

1. Ensure agreed shop product lines are in stock and manage ordering of products, their storage (both onsite and externally) and display
2. Manage website shop and orders
3. Manage annual stock take
4. As part of the Retail Steering Group, contribute to the development of new shop products
5. Act as main link with EPOS Now (supplier of tills and EPOS system).
6. Manage programme of private visits to the Chapel and contribute to their development

Maintenance

1. Organise regular and ongoing maintenance required in Chapel and visitor centre
2. Be responsible for the Chapel van and its good running order
3. Manage relationship with external cleaning company and cleaners

Health and Safety

1. Contribute to the programme of risk assessments and actions to mitigate against risks
2. Manage site security arrangements

General

1. Respond to feedback from visitors as necessary
2. Contribute to development of events programme through the Events Steering Group
3. Deputise for the Director as required and undertake reasonable additional duties as requested by the Director
4. Provide information and reports as requested by the Finance Manager and Director to assist with the budget process and ongoing performance reporting.
5. Assist with general administration and smooth running of the office

Skills and experience needed

1. Experience of managing a team
2. Experience of running operations in a tourism business and track record of providing high quality visitor experiences
3. Experience in commercial development such as retail
4. Excellent communication skills and ability to manage partnerships
5. Willingness to work flexibly when required to suit the needs of the organisation
6. Good attention to detail
7. Driving licence

Starting salary £33,000 with review after first six months

To apply for this position, please send a CV and covering letter to Ian Gardner, Director of Rosslyn Chapel Trust by 31 August – [Ian.Gardner@rosslynchapel.com](mailto:Ian.Gardner@rosslynchapel.com)