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| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab | **Job Description** | February 2024 |

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| **Role:** Visitor Services Manager - Tenement House and Weaver’s Cottage | **Region / Department:** South & West |
| **Reports to**: Operations Manager, Glasgow & Ben Lomond | **Pay Grade:** Grade 4 Lower £30,239 to 33,279 pro-rata, per annum |
| **Location:**  Weaver Cottage, Greater Glasgow & Tenement House, Glasgow | **Type of Contract:**  Fixed Term / Full-time 25th March to 8th Sep 2024 |

**JOB PURPOSE**

You will be responsible for the operational delivery of the visitor experience across both properties – The Tenement House, and Weaver’s Cottage*.* Delivering performance standards and targets to ensure enjoyment of the property by visitors and members is maximised and key commercial, financial and development objectives are achieved to make the property fully sustainable. You will be part of a broader management team responsible for delivering an overall visitor service strategy, promoting good communication across the site and a joined-up service provision.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

* Staff and volunteers - (recruitment, induction, development, motivation, performance management) such that they are fully equipped and motivated to undertake their duties to the required Trust standards and that staffing budgets are adhered to.
* Instil a Health & Safety culture across the property, ensuring the teamwork within the properties’ ‘Safe System of Work’ to reduce risk of incidents and accidents to volunteers, employees and visitors.
* Budgets - (setting, phasing, monitoring, reporting, pro-active and re-active adjustments together with the Operations Manager, General Manager, Business Manager and Finance Manager) to ensure that the finances are sustainable within the context of the wider property budgets;
* Support and deliver local and NTS strategies including, membership/customer & cause initiatives.
* Plan and deliver annual events and functions strategy with support of colleagues across the Glasgow cluster and the Trust
* Promote the properties and activity to the travel trade and tourism sectors and operators.
* Create a culture of ‘exceptional service, every time’. Delivering high standards of performance and a consistently warm welcome to all users of the properties.
* Driving the visitor services experience at the cluster properties to achieve its financial targets, maximising income and profitability, using the Trust’s procedures and instructions. Ensuring efficiency and cost effectiveness in all aspects of work.
* Driving the visitor services experience to achieve financial targets, maximising income and profitability, using the Trust’s procedures and instructions. You will strive to be efficient and ensure cost effectiveness in all the work you do.
* Ensure the cornerstones of the National Trust for Scotland are achieved at every property namely, conservation, access and memorable visitor experiences for all visitors.
* Supporting the Operations Manager to develop and foster local-level stakeholder and client relationships specific to the properties.
* Ensure that lifelong learning is developed and promoted at the properties through the visitor experiences we offer.
* Develop and promote the property through local, regional and national marketing initiatives and through social media.
* Take responsibility for opening and closing and security of buildings as well as emergency procedure implementation, duty management and providing relief cover as required.
* The post holder will be designated for the property as the “responsible person” concerning issues around the safeguarding of children and vulnerable adults. For this element of your role, you will be required to undergo a criminal record check.

***Visitor Services***

* Managing and enhancing visitor-related experiences, gardens, buildings and facilities (e.g. interpretation, guest services, retail and hospitality).
* Promote the conservation work of the Trust for example, ‘conservation in action’ programming.
* Oversee the smooth and efficient operation of the visitor journey, from arrival, admission, tour, interpretation, retail, and catering outlets
* Ensuring that the properties meet statutory and company requirements of Health and Safety, Compliance, Food Safety and Environmental legislations and procedures including Waste Disposal and Allergens.
* Adhering to the sale of alcohol legislation, being a Premises Manager.
* Deliver an attractive and engaging programme of events which drive footfall to the estate.

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

**Qualifications**

Essential

* NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience;
* Management experience within a museum, visitor attraction or hospitality industry.
* Ability to work ‘hands-on’ – including in the retail, events and admissions areas – alongside the team members, demonstrating the customer service skills required of all staff.
* Proven experience of team building within and between departments.
* Has a solution focused approach and is able to act independently.
* Excellent presentation skills.
* Experience in a retail and sales environments
* Experience of managing social media and delivering promotional activities.

Desirable

* Degree in heritage or tourism-related subject
* Current First Aid certification (or willingness to train and use).
* Hold a valid and recognised SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License (or willingness to train and use).

**Experience**

Essential

* Have direct experience of managing multi-strand visitor/commercial services in a heritage or tourist-attraction context;
* Possess excellent communication skills (written and oral)
* Computer literacy with excellent ability on MS software;
* Excellent leadership and influencing skills;
* Excellent understanding of report writing and financial management;
* Well-developed time management and organisation skills.
* Current driving licence.

Desirable

* Current First Aid certification (or willingness to train and use).
* Significant sales experience and front-line interaction with customers.

**DIMENSIONS AND SCOPE OF JOB**

Scale

* The Visitor Services Manager will be accountable for delivery of c.30k visitors and income generation of c. £150k, with the intention to realise growth year-on-year

People Management

* The post-holder will directly manage both full time, seasonal staff and volunteers across the properties
* The post-holder will support delivery of cluster-led Operations Manager initiatives.
* The post-holder will work frequently with the following centralised departments: Buildings; Finance & IT Support; Human Resources and regionally with the Development Managers for Retail and Catering.

Finance Management

* The Operations Manager is the overall budget-holder, but the post-holder has devolved responsibility and accountability for the following budget activities: admissions & membership; property income, retail & plant Sales; catering operations; holiday cottage accommodation and agreed annual expenditure on development activities
* Is responsible for managing staffing costs within the property as per delegated budgets.

Key performance indicators and targets

* To monitor the work of the team and carry out appraisals ensuring that information is filed appropriately, with development plans that are actively used;
* Devise, cost and source menu items in line with the overall catering budget and strategy

**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, by Sunday 3rd March 2024

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 - Culzean"