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

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| **Role:** Visitor Services Supervisor | **Region / Department:** Edinburgh & East |
| **Reports to:** Visitor Services Manager | **Pay Band**: Grade 3 Lower £25,603 - £27,318 pro-rata, per annum |
| **Location:** Bannockburn | **Type of Contract:** Part Time 32 Hours per week, 1 Year Fixed -Term Maternity cover |
| **Note:**  *The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: Available to work weekends, no evening work planned (unless arranged for a specific function)* | |
| **Application closing date:**  Sunday 24th March 2024 | |

# JOB PURPOSE

To provide operational coordination and supervision of retail, visitor services, and events in line with the Trust’s policies, priorities, performance standards and targets to contribute to the enjoyment of the property by visitors and members, and help ensure commercial, financial, and conservation objectives are achieved.

The Visitor Services Supervisor at a Trust property plays a pivotal role ensuring that the management objectives are achieved through excellent customer service, and, with delegated responsibility for catering, retail, events, and duty management they are very often the “face” of the Trust to visitors and suppliers. As such, they directly influence public perceptions of the Trust and is crucial to developing and maintaining the property’s local/national reputation.

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

**Supervising/undertaking the day-to-day operation of the Visitor Centre and environs to ensure an excellent customer/visitor experience. This includes supervision of:**

* Visitor services, events and retail offer (including ordering, merchandising, sales targets);
* Line management of Visitor Services Assistants and volunteers
* Duty Management and oversight/maintenance of the exhibition space and property.
* Ticketing.
* Membership sales (to targets) and general customer service (individuals, education visits, other groups).
* Health & Safety procedures, emergency procedures, and environmental procedures.
* Deputising for the Visitor Services Manager on-site and off-site as required (including “duty management” of the wider site to include the car park and monument).
* Ensure the property social media is managed to generate interest, engagement and help drive visitors.
* Delivery of public tours and schools programme.
* Support the informal learning and community engagement / outreach activity.
* Housekeeping, maintenance and safety and security of the Property and grounds.
* Health & Safety procedures, emergency procedures, and environmental procedures.
* Liaising with contractors on projects and works on site.
* Ensuring sites are clear of debris, rubbish etc and that signage is befitting of a Trust property.
* Public engagement on site whilst carrying out duties.
* Hosting of talks and walks and exclusive groups.

**Responsible for day-to-day financial administration at the property, including:**

* Cash/till reconciliation.
* Day-end and week-end reports and reconciliation.
* Completion of the banking processes.
* Reporting of working hours for payroll.
* Collation and reporting of visitor numbers.

**Supporting the Visitor Services Manager with:**

* recruitment; induction; development; and management of all visitor services employees and volunteers such that they understand and are equipped to fulfill their roles to the standards required and that they feel valued, respected and supported.
* Working closely with other managers across the Property to deliver a programme of visitor events, which increase visitor numbers, drive secondary spend and support overall Property targets;
* Instil a Health & Safety culture across the property, ensuring the team work within the property’s ‘Safe System of Work’ to reduce risk of incidents and accidents to volunteers, employees and visitors.

# REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

**Qualifications**

* No formal educational qualification required (but see “Experience” below);
* A full, clean driving license for driving in the UK.

**Skills, Experience & Knowledge**

Essential

* Significant previous experience of working in an operations role in the catering/visitor/heritage attraction industry – including supervision of staff and/or responsibility for specific activities.
* Previous event coordination/management experience.
* Strong personal belief in the value of excellent customer care with the ability to translate this into actions.
* Excellent organisational, administrative, and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands.
* Proven sales skills with the ability to achieve targets.
* The ability to think and act quickly when confronted with emergencies.
* Competent user of Microsoft Office products.
* An understanding and commitment to the aims and objectives of the National Trust for Scotland.
* Living the values of the National Trust for Scotland and encourage colleagues to do the same:
  + The ability and willingness to understand others’ perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
  + The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
  + An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
  + A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

Desirable

* Food Hygiene Qualification.
* A formal qualification in Hospitality, Tourism or Event Management.
* Access to own transport.

The normal day-to-day duties of this role are such that a criminal record check or membership of the PVG scheme is not required.

# 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 their 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 27th 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"