

<b>Role:</b> Visitor Services Manager	<b>Region / Department:</b> Edinburgh and East
<b>Reports to:</b> Operations Manager	<b>Pay Band:</b> Grade 4 upper, £36,469 - £40,342 pro-rata, per annum
<b>Location:</b> Gladstone's Land	<b>Type of Contract:</b> Permanent, Full time, 40 Hours per week
<b>COST CENTRE:</b> 3GLL	<b>ACTIVITY CODE:</b> PMZ

### **JOB PURPOSE**

You will be responsible for the operational delivery of the visitor experience, café and self catering accommodation at Gladstone's Land on Edinburgh's busy Royal Mile.

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**

You will lead a team to support the overall experience at Gladstone's Land – visitor experience, café, retail and holiday accommodation:

- Driving Gladstone's Land to achieve its 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.
- Developing and delivering a programme of stories and events within Gladstone's Land in collaboration with the Operations Manager and Curator.
- You will be responsible for monitoring and maintaining the deterioration of the collections with the collections care team, including monitoring environmental controls and cleaning programmes.
- Create a culture of 'exceptional service, every time'. Delivering high standards and a consistently warm welcome within Gladstone's Land.
- You will ensure high standards of presentation across the property, you may have delegated tasks within other departments and you will understand and help deliver your overall property business plan.
- Taking responsibility for opening and closing and security of buildings as well as emergency procedure implementation, duty management and providing relief cover as required.
- Work closely with other VSMs in the Edinburgh cluster properties to join up the story telling across all sites.
- 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 team work within the property's '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) to ensure that the finances are sustainable within the context of the wider property budgets.
- Managing visitor-related buildings and facilities (e.g. visitor experience, café, retail and admissions, self-catering accommodation).
- Ensuring that the longevity of the Trust's buildings and fittings are maximised through appropriate maintenance and/or replacement regimes;
- To ensure that the property meets statutory and company requirements of Health and Safety, Food Safety and Environmental legislations and procedures including Waste Disposal and Allergens.

- Adhering to the sale of alcohol legislation, being a Premises Manager.

## **SKILLS, EXPERIENCE AND KNOWLEDGE**

### QUALIFICATIONS

- NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience.
- Ability to work 'hands-on' – including in the kitchen/retail and admissions areas – alongside the team members, demonstrating the customer service skills required of all staff.
- Experience in a hospitality environment.
- Hold a valid and recognised SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License.
- Intermediate Food Hygiene Certificate or above.
- Current driving licence.

### EXPERIENCE AND KNOWLEDGE

#### Essential

- Have direct experience of managing multi-strand visitor/commercial services in a hospitality, 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.
- Experience in using social media to promote events .

#### Desirable

- Current First Aid certification (or willingness to train and use).

## **DIMENSIONS AND SCOPE OF JOB**

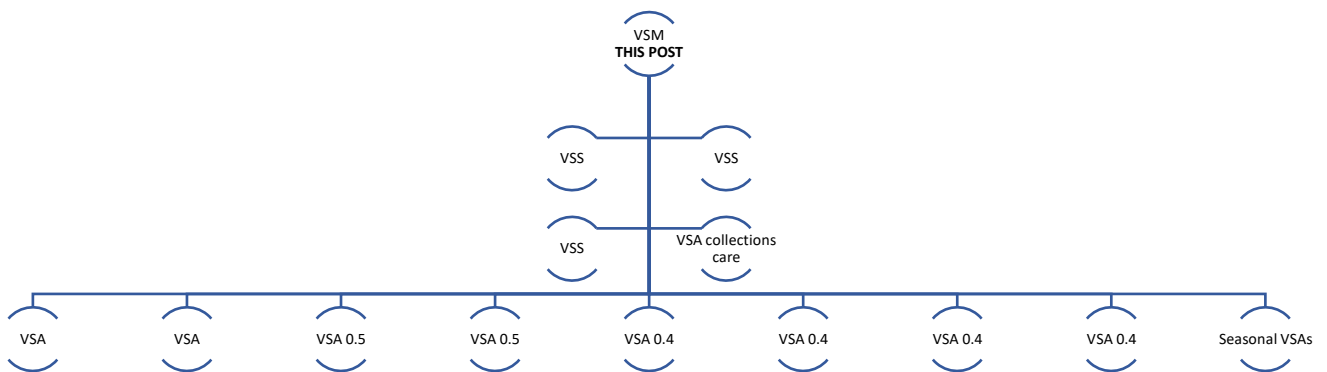
### People Management

- Direct line management of all staff and responsible for volunteering on site.
- Provision of full facilities welcoming about 30,000 visitors per annum. To include clean and safe visitor facilities, a compliant F&B outlet, excellent customer care, First Aid cover, ticketing and recruitment.
- Working closely with specialist Trust staff (e.g. in finance, commercial, buildings maintenance, conservation, marketing, health & safety, human resources, learning services) based at central support or other bases to ensure Trust policies and standards are implemented.
- Will work occasionally with other property colleagues and will have some interaction with other technical/specialist advisory colleagues based in other locations and departments.
- Will have regular (daily) interaction with members of the public of all ages and abilities.
- Will be have frequent interaction with suppliers and contractors, including procurement and appropriate selection according to Trust requirements (e.g. insurance levels).
- Developing and maintaining sound relationships with local stakeholders.
- Occasional leading and participating in multi-disciplinary project teams consisting of in-house staff and external consultants/contractors.
- Attending meetings, training and updates such as the Cluster Lead meetings, budget meetings and keep professionally informed.

### Finance Management

- Work within an approved budget for approximately £600k income and £500k expenditure annually.
- Will be a frequent user of the Trust's computerised purchasing and weekly reporting systems
- May be a Project Manager, adhering to the Trust's Project Management processes.
- Weekly banking and adherence to the Trust's Cash Handling Procedures.

**Place in organisational structure:**



**This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Basic Disclosure.**

**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](mailto:workforus@nts.org.uk), by Sunday 16th June 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"