

Role: Visitor Services Manager - Food & Beverage	Business Function: Highlands & Islands
Reports to: Operations Manager – Culloden Cluster	Pay Band/Starting Salary: Grade 4 Upper £36,469 - £40,342 pro-rata, per annum
Location: Culloden Visitor Centre, Culloden Moor, Inverness	Type of Contract: Permanent, full-time
COST CENTRE: 3CUL	ACTIVITY CODE: TRZ
Terms and conditions The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply - hours of work = 40 per week on days and at times to suit the needs of the job and property opening hours (this will include regular weekend/public holiday duties and occasional evening work)	

PURPOSE OF THE ROLE

The role of Visitor Services Manager – Food & Beverage is responsible for the operational delivery of the visitor experience in the F+B department at the 5-star rated Culloden Battlefield Visitor Centre. The role is a key member of the wider management team, responsible for delivering an overall visitor experience, promoting good communication across the site and a joined-up service provision. The Visitor Services Manager – Food & Beverage will report to the Operations Manager at Culloden Battlefield.

KEY RESPONSIBILITIES

- People management - (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.
- Health & Safety – instil a culture throughout the F+B operation, ensuring the team work within the property's processes 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 F+B department finances are sustainable within the context of the wider property budgets.
- Create a culture of 'exceptional service, every time'. Delivering a high-quality food offering and a consistently warm welcome within the F+B department, inside the visitor centre and in the catering van.
- Driving the F+B department at Culloden to achieve its financial targets, maximising income, and profitability, using the Trust's procedures and instructions. The role will strive to be efficient and ensure cost effectiveness in all the work you do.
- The role will ensure high standards of presentation across the property and specifically within the F+B department and dining area. 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.
- This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Standard Disclosure.

Department specific – F+B

- To ensure the planning, preparation, cooking, and presentation of food to the standards required by the Trust for a facility with estimated annual income target in excess of £800K
- To ensure that the location meets statutory and company requirements of Health and Safety, Food Safety and Environmental legislations and procedures including Waste Disposal and Allergens.
- To conduct Food Safety and Health and Safety Risk Assessments and ensure that all standards and procedures with regards to Hygiene and Safety are established and maintained in line with the Food Safety Management Plan.
- Accountable for stock levels and making key decisions about stock control.
- Responsible for analysing sales figures and forecasting future sales.
- Adhering to the sale of alcohol legislation, being a Premises Manager.

SCOPE OF THE ROLE

Scale

Culloden Battlefield is one of the Trust's most iconic properties and attracts more than 450,000 visitors per year. It has a complete suite of commercial activities including a modern café with a fully equipped kitchen, and external catering operation, retail, and admissions area, learning facilities and a museum.

People Management

- Line manager of a team of permanent and seasonal Visitor Service Food & Beverage team.
- Overview and management of entire property when Duty Managing.
- Will work closely with other property colleagues and will have regular 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 have frequent interaction with suppliers and contractors.

Finance Management

- Is a budget-holder, accountable for the food and beverage operations and budgets; combined budgeted income of more than £800k per year.
- Will regularly use computerised finance system for the raising of purchase orders for the supply of goods and service, producing finance reports, monitoring, and setting of revenue budgets and managing capital project work.

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.

Tools / equipment / systems

- Access to desktop PC and relevant IT systems, i.e. standard NTS management systems including Intranet, T: Drive, EPOS.

REQUIRED EXPERIENCE & ABILITIES

Essential

Essential

- 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.
- Experience of F+B management across a similar operation
- Previous experience in a customer facing, service environment.
- Experience managing, leading, coordinating and developing a team with varying remits and professional competences.
- Demonstrable skills in successful budget and financial management, combined with clear evidence of commercial awareness and previous sales experience.
- Excellent interpersonal and communication skills and confidence in dealing with a wide range of staff, visitors, and other stakeholders, with a friendly and confident manager.
- Strong knowledge of Microsoft Office applications: Access, Excel, PowerPoint, Word
- Ability to manage time efficiently and effectively in an environment of changing priorities.
- A full clean driving licence valid for the UK and access to a vehicle suitable for use on Trust business (with appropriate business insurance)

Desirable

- An understanding and experience of food and beverage operations within an historic/heritage environment
- A genuine understanding of, and belief in, the work of the National Trust for Scotland
- A post-graduate management qualification or equivalent experience

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 23rd 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"