

<b>Role:</b> Visitor Services Supervisor - Events	<b>Region / Department:</b> Highlands and Islands
<b>Reports to:</b> Operations Manager	<b>Pay Band:</b> Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
<b>Location:</b> Culloden Cluster properties	<b>Type of Contract:</b> Permanent, 40 hours per week, hours as required.
<b>COST CENTRE:</b> 3CUL	<b>ACTIVITY CODE:</b> EBZ

### **JOB PURPOSE**

This is an exciting opportunity within the heritage industry, developing the events business for Culloden Battlefield Visitor Centre, Abertarff House and Hugh Millers Birthplace Cottage and Museum.

The ideal candidate must be passionate about our vision for the future and what we do every day as a business: Bringing people together and giving them the greatest visitor experience. The visitor services Supervisor is the “face” of the Trust to visitors and clients and directly influences public perceptions of the Trust and is crucial to developing and maintaining the Trusts reputation.

To maximise our visitors’ enjoyment of National Trust for Scotland managed sites by maintaining excellent standards of service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure. You will be part of a broader team, responsible for delivering an overall visitor service strategy, promoting good communication within the property and across the division as well as a joined-up service provision.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

#### **Events**

- To supervise the set-up, stewarding and break-down of events.
- To be the point of contact for all events, maintaining and recording all communication, dealing with queries and informing relevant departments of planned activities.
- To develop and manage relationships with potential and existing clients, and all enquiries.
- To ensure good housekeeping of the event spaces and managing equipment and supplies to ensure the operational efficacy of all 3 sites.
- To actively upsell memberships and services to facilitate the visitor’s enjoyment.
- To develop and manage the event business to increase income as part of the properties drive for sustainability and help raise the profile of the trusts in its wider context.
- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across departments and sites as needed.
- Supervise services provided by third parties (eg. Suppliers to adhere to Trust policies and procedures ensuring that efficient arrangements are made for the delivery of the events).

#### **To provide a consistently high standard of visitor care at all times**

- Welcoming visitors to the site in a friendly, efficient and knowledgeable manner.
- Co ordinate, supervise and participate in the staffing of events and functions and support team on site during events.

- Welcoming visitors with special needs / impairments and providing a high level of service in accordance with the Disability Discrimination Act.
- Welcoming International visitors and aiding with specific needs.
- Welcoming groups in an efficient and warm manner.
- Answering visitors' queries about the site and the local area.
- Providing information about the site, its history.
- Promoting National Trust for Scotland brand to include our Membership scheme, events, upselling other properties and any promotional campaigns, being proactive in the selling of Membership and Gift Aid.

## **Health and Safety**

- To ensure site meets with Health and Safety legislation in liaison with your department manager.
- Demonstrate responsibility and accountability for H&S relating to visitor services and site activities.
- To use personal protection equipment as provided and directed by your line manager.

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

### **Qualifications**

#### Essential

- No formal educational qualification required (but see "Experience" below).

#### Desirable

- A full, clean driving license for driving in the UK.

### **Skills, Experience & Knowledge**

#### Essential

- Demonstrable experience in a customer-facing role, delivering impeccable customer care through excellent inter-personal skills.
- Event management experience demonstrating organisational, time management and coordination skills.
  - Excellent "front of house" persona – warm, welcoming, patient, understanding.
  - Excellent selling skills – adaptable to customer type and product.
  - Flexible, helpful outlook to customers and colleagues.
  - Knowledge of Microsoft excel and Microsoft outlook
  - Effective verbal and written communication skills combined with confidence in dealing with a wide range of customers.
- 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.

## **DIMENSIONS AND SCOPE OF JOB**

### Scale

- Culloden Cluster is made up of 3 properties, each with different expectations.
- The events business at Culloden is relatively new, with scope to develop further revenue strands
- Will have regular (daily) interaction with members of the public of all ages and abilities; including helping to scope and develop events alongside the wedding business.
- Will have frequent interaction with suppliers and contractors, including supervision.

### People Management

- Working closely with specialist Trust staff based at local and central support bases to ensure Trust policies and standards are implemented.
- Influence property staff to assist in hosting events on site alongside regular visitors.

### Financial Management

Not a budget holder, but will be responsible for bringing in new business. Not a budget-holder, but will be responsible for securing new events income across the 3 sites in total of 35K for the remainder of 2024, and potentially 70k projected for 2025 and 75K for 2026 (subject to review)"

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- Will work closely with Operations and Administration to ensure invoices and contracts correctly set up.
- Will be required to use Trust systems for the purpose of raising PO's.
- Cash handling and reconciliation of till.
- Banking procedures.

### Tools/equipment

- Competent and confident user of IT – role will require use of multiple systems and adherence with IT and financial policies and procedures.
- Competent user of till.

**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](mailto: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"