

Role: Visitor Services Supervisor – Administration & Compliance	Region / Department: Edinburgh & East
Reports to: Operations Manager, Edinburgh	Pay Band: Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
Location: Newhailes	Type of Contract: (e.g.: Permanent / Fixed Term, Full time / Part-time) Permanent, 40 hours per week, variable pattern
COST CENTRE (e.g.: 3CUZ): 3NEH <i>Please note this must be provided in order for the People Team to correctly allocate this role to the relevant cost centre. This is not done via the new start form, but this job description.</i>	ACTIVITY CODE (e.g.: VSZ): PMZ <i>This is to allow the system (COREHR) to allocate the salary to the correct centre.</i>

PURPOSE OF THE ROLE

To assist the Operations Manager with the smooth running of Newhailes, Inveresk and Malleny as well as non-visited properties in the Edinburgh cluster. This includes, but not limited to, general administration, compliance and health and safety tasks in support of Newhailes operations and demands a high level of customer service, organisational skills and the ability to use your initiative with an attention to detail essential.

KEY RESPONSIBILITIES

- Administrative support to the Operations Manager and other key departments as required
- File management (filing, scanning, maintenance of regional drive, archiving).
- Managing office petty cash, receipts and claims.
- Managing postage.
- Assisting property staff with ordering and system queries as required.
- Providing the first point of contact at Newhailes and ensuring that communications are answered, forwarded and recorded effectively and in a timely fashion
- Organising meetings, circulating advance papers, taking and distributing minutes and monitoring action points required of staff
- Processing financial transactions (e.g. cash handling, data entry, purchase ordering, and expense claims) on a regular basis using an IT-based finance package
- Share in the common responsibility of implementing the Trust's "Health & Safety Policy", being mindful at all times of the health and safety of self, staff, volunteers, and visitors
- Attendance at meetings with the Operations Manager and other activity managers to openly discuss ideas, problems and solutions to the delivery of improved visitor experience at the property.
- Taking and processing educational/group bookings and liaising with relevant departments to ensure the smoothing running of each
- Management of the property diary and preparation and distribution of the weekly programme as well as other reports as required
- Maintaining key safe and security/access arrangements for staff and visitors.

- Acting as “Fire Warden” for regular testing and activations and providing training for property staff.
- Booking and supervision of reactive and planned maintenance contractors
- Placing orders and completing necessary documentation as and when required
- Ensuring H&S and GDPR compliance at Newhailes, Inveresk and Mallyen as well as the non visited and residential let properties in the cluster.
- Provide an excellent level of customer service to all external and internal customers.
- Organising and overseeing refuse collection, and recycling arrangements.
- As and when required act as Duty manager in support of Operations Manager and other activity managers

SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential

- Demonstrable administration experience, including experience of cash handling and attending to work of a confidential nature
- High standard of written and spoken English
- Excellent organisational and administrative skills with the ability to organise and manage systems and processes necessary for the smooth running of a busy visitor attraction
- Excellent communication and interpersonal skills – able to interact with wide range of people tactfully and diplomatically
- Excellent customer care skills
- Strong team-player, committed to supporting team members
- Proficient user of Microsoft Office products (Word, Access, PowerPoint & Excel), Internet and email, with confidence in using and learning IT software generally
- Ability to work without supervision and under pressure, to tight deadlines and in environment of changing priorities
- Rigorous and accurate attention to detail
- Proactive, motivated and flexible attitude
- A current valid driving licence

Desirable

- Good working knowledge of general visitor attraction management matters
- Awareness of the needs and standards of a high quality tourist destination.

DIMENSION AND SCOPE OF ROLE

Scale

- Responsibility for assisting an Operations Manager and three Visitor Services functions at Newhailes
- Will also support Mallyen and Inveresk gardeners and Stenhouse Mansion
- Residential compliance for tenanted properties in the Edinburgh cluster
- Frequent interaction with suppliers and contractors

People Management

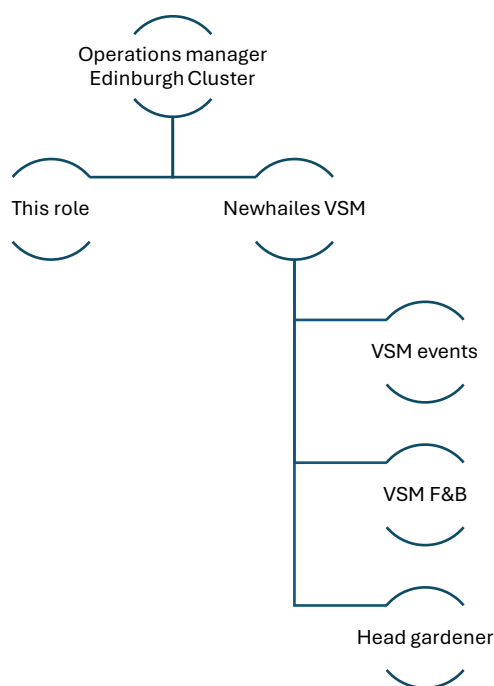
- The post holder will work closely with other property colleagues, particularly activity managers in the Newhailes management team, and will interact with other colleagues based in other locations as well as regular customers, clients, partners and service suppliers.

Financial Management

- No budget responsibility, however the role will be responsible for the administration of the Trust's financial processes and procedures.
- Responsibility for correct banking of donations and other cash from sites.

IT

- Be confident and able to provide systems support at a local level.
- Responsibility for managing WRD.
- Competent user of sharepoint for storing regional documents accurately and in a logical file structure, including regional compliance evidence.
- Will need to understand EPOS and be able to troubleshoot and appropriately seek support from central services for any issues.
- Be comfortable in using regional tools e.g. raising of POs via the PO request sheet and administration associated with goods receipting and invoicing.



The Purpose, Context, Key Responsibilities, and Person Specification 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 14th July 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"

