

Role: Visitor Services Supervisor - Engagement	Region / Department: Highlands and Islands
Reports to: Visitor Services Manager Culloden	Pay Band: Grade 3 lower, £26,884 - £28,684 pro-rata, per annum
Location: Culloden Battlefield, IV2 5EU	Type of Contract: Permanent / Full time

JOB PURPOSE

The Engagement team at Culloden are one of the first points of contact for all our guests to the site. This role is responsible for delivery of engagement and learning programming, supporting the volunteer team, delivery of an excellent visitor experience and the operational needs of the property.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The key responsibilities and accountabilities of the job are:

- Organise, facilitate and deliver engaging training programs to support Visitor Services Assistants in the delivery of formal, informal programs and guided tours.
- Take hands-on approach to delivery leading by example.
- To support the Visitor Services Manager Engagement in the development, production, delivery, and evaluation of engaging, inclusive formal and informal learning programs both on site and digital.
- Collaborate in creating social media and digital learning content.
- Ensure detailed records are kept of formal and informal programs.
- Ensure all activities undertaken are fully risk assessed and delivered with a H+S culture.
- Support the delivery of targeted projects, which can at times be off site, and aimed at specific audiences.
- Assist in planning and delivery of small events and projects.
- Duty Management on a rota system.

This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role involves regulated work with children and vulnerable adults.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications and Skills

Essential

- Competency and self-sufficiency in use of IT (email, internet, word-processing, spreadsheets, media platforms)
- Excellent interpersonal, collaboration and communication skills; confident in interacting and dealing with a wide range of people; and able to represent the Trust.
- Ability to work within a team or independently with minimal supervision to a high standard.
- Good organisational and time-management skills – including the ability to prioritise work where necessary.
- Understanding of the diverse needs of learners and visitors of all ages, abilities, and interests.

Desirable

- Previous experience or a relevant qualification in Learning, Museum Studies, Heritage or Tourism
- Proven examples of partnership working.
- Project management and evaluation experience
- Experience of exploring diverse stories within challenging histories
- Team leadership and volunteer management
- An appreciation of the work and mission of the National Trust for Scotland in a general context.
- Driving Licence, valid for driving within the UK

DIMENSIONS AND SCOPE OF JOB

Scale

Culloden Battlefield Visitor Centre is an award-winning building, opened in 2008, which attracts almost half a million unique visitors per year. It contains an accredited museum, food and beverage offering, retail space, education room, welcome area and back offices. Leanach Cottage and Kings Stables are small historic cottages.

A site of one of the most important battles in Britain, Culloden holds a unique place in the cultural legacy of Scotland. The learning department delivers to approx. 3000 school children per year and has over 180,000 participants in our informal programming. The site itself receives visitors from across the globe and the impact of the Culloden story is of regional, national and international heritage significance.

The mandate of the engagement team is to challenge visitors to engage in a critical thinking process – giving them opportunities to think about their world and the consequences of decisions within in it.

People Management

- Not a line manager but will supervise Volunteers and Visitor Services Assistants
- The post will require occasional independent working.
- Will have daily interaction with members of the public of all ages and abilities.
- Will promote the National Trust for Scotland's work in both the cultural and natural heritage sector.
- Will build relationships with teachers, and colleagues both at Culloden/NTS and within the wider sector.

Finance Management

- No financial management requirements; but will support with the development of business case preparation and the management of small projects.

- Accurate record keeping

Tools/equipment

- Will be a frequent user of IT equipment and systems.
- Will be delivering content in historic costume.
- Will be handling historic-and replica objects.

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 21st 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"