

Role: Visitor Services Supervisor - Administration	Region / Department: North East
Reports to: Operations Manager – Aberdeenshire South	Pay Band: Grade 2 Upper, £25,483 - £26,907 pro-rata, per annum
Location: Aberdeenshire South (Crathes / Drum / Craigievar / Leith Hall)	Type of Contract: Full Time, 40 hours per week, Permanent Mon – Fri with occasional weekends when needed.

JOB PURPOSE

You will be responsible for the providing administration support to the four properties within the Aberdeenshire South cluster, specifically Crathes Castle, Drum Castle, Craigievar Castle and Leith Hall. You will ensure all general administration is undertaken diligently, efficiently and carried out within the Trust’s procedures and policies.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Ensure all general administrative tasks are undertaken efficiently, effectively and timeously, including (but not limited to):

- Management of all purchase orders for Aberdeenshire South sites, including raising, receipting, reconciling, etc;
- Primary point of contact with NTS Purchase Ledgers, for all matters relating to purchase orders, invoices and queries;
- Booking of contractors for site works across all of Aberdeenshire South, and liaison with contractors where required;
- Primary admin support to Operations Manager;
- Duty Management of Aberdeenshire South sites as required, such as holiday or sickness cover;
- Management of all social media across Aberdeenshire South sites, in accordance with the standards as laid down by NTS Social Media Manager and Operations Manager;
- Management of all social media content creation across Aberdeenshire South sites, including the management of weekly content ideation Teams calls with VSMs/Head Gardeners/Cluster roles, management of shared storage for content, and management of Brandwatch analytical tool;
- Participation in monthly testing/learning Teams calls with NTS Social Media Manager and NTS Marketing Manager to ensure all decisions on social media are data driven to maximise effectiveness;
- Property correspondence (mail, email and telephone);
- Filing and record-keeping;
- Diary management for Aberdeenshire South property diaries;
- Processing of membership applications Aberdeenshire South sites;
- Meetings support (agendas, minutes, etc);
- Cashier duties (reconciliation and recording);
- Data entry of takings, statistics – weekly, monthly and ad hoc.

You must be flexible to meet the needs of the property, this will include weekend working.

QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- Qualification in business administration – HND or Diploma – or relevant experience.

Experience

Essential

- Demonstrable experience with management of purchase orders;
- Demonstrable expertise with social media;
- Demonstrable experience with leading team meetings;
- Cash handling experience;
- Ability and competence to intermediate level in MS packages – Word, Excel, Outlook and Powerpoint;
- Possess excellent communication skills (written and oral);
- Must be diligent and accurate with excellent eye for detail;
- Excellent customer care skills;
- Well-developed time management and organisation skills – ability to prioritise workload;
- Current driving license.

Desirable

- Previous experience providing administrative support to a number of different departments

DIMENSIONS AND SCOPE OF JOB

Scale

- Four large heritage visitor attractions that run tours of the sites, hospitality events, food & beverage, and retail outlets.

People Management

- Not a line manager but expected to provide Duty Manager support for a total site as required;
- The post-holder will work closely with the wider property staff and volunteers and regional team.

Finance Management

- No budget responsibility but first line management of all purchase orders for Aberdeenshire South.
- Access to PC and relevant IT systems, i.e. standard NTS management systems including Intranet, T:Drive, Microsoft Dynamics, EPOS.

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 18th August 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"