

Role: Visitor Services Supervisor - Admissions & Memberships	Region / Department: South and West
Reports to: Visitor Services Manager	Pay Grade: Grade 3 Lower, £26,884-£28,684 pro-rata, per annum
Location: Culzean Castle and Country Park	Type of Contract: Permanent, 35 Hours per week
Available Posts 1 x 35 hours (5 Days out of 7)	
COST CENTRE: 3CUZ	ACTIVITY CODE: VSZ

JOB PURPOSE

To provide operational coordination and supervision of the admissions, membership and visitor experience in line with the Trust's policies, priorities, performance standards and targets to contribute to the enjoyment of the property by visitors and members, to ensure commercial, financial and conservation objectives are achieved.

This is a frontline post to supervise Visitor Services staff; whilst also undertaking the same admissions duties and working as part of the team to welcome visitors to the property, promote and sell Trust Membership, sell admissions tickets and control visitor entry/flow, facilitating their access and enjoyment to Culzean Castle and Country Park.

The Visitor Services Supervisor at a Trust property plays a pivotal role in ensuring that the management objectives are achieved through excellent customer service, admissions and membership sales.

As you will be working in a mostly customer-facing role, this means you will directly engage with visitors on arrival (and often at departure) so excellence in customer care is paramount, as you will be responsible for ensuring you are providing our Visitors with the best entry options (Membership, admissions tickets, guidebooks). The Visitor Services Supervisor is expected to manage and contribute to the sales targets for Admissions, Memberships and Guidebooks. You will have line management responsibility for a team of four.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This is a key role to deliver a high-quality visitor experience at Culzean Castle and Country Park (including but not limited to):

- To provide excellent customer service.
- Be responsible and proactive. Ensuring all day-to-day tasks are completed including answering the telephone, recording statistics, serving customers and managing the Visitor Services Assistants
- Managing all aspects of the Rota's – shift allocation, holiday cover, and any staff administration required on our people management system People XP
- Working with staff to ensure that all online training modules are completed at the start of the season and undertaking Performance reviews twice yearly and identifying training/development opportunities for the Admissions VSA's
- Ensuring that hours are input into Payroll spreadsheet accurately and in a timely manner.
- Working with the Visitor Services Manager and the rest of the Visitor Services Team to deliver membership targets and KPI's
- Cash reconciliation duties including end of day administration tasks. Ensuring cash is handled accurately according to our cash handling procedures.
- To ensure high levels of accuracy are maintained for all transactions and data recording
- To actively ensure all selling opportunities are touched on through strong product knowledge and an excellent customer service to maximise sales of admission tickets, membership and donations.

- To provide consistently excellent customer service when dealing with high volumes of customers
- Adhering to the property's quality standards
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualifications required (but see "Experience" below)
- A full, clean driving licence for driving in the UK

Experience

Essential

- Significant previous experience in a customer facing, service environment.
- Ability to Supervise a team as well as work as part of that team or independently, to a high standard.
- Ability to be flexible and adapt to working patterns and tasks to meet day-to-day variations in property needs.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona - warm, welcoming, patient and understanding.
- Excellent selling skills
- Genuine belief in the value of good customer service.
- Excellent organisational, administrative, and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands.
- Outstanding interpersonal and communication skills and confidence in dealing with a wide range of staff, visitors, and other stakeholders, with a friendly confident manner.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.

Desirable

- A genuine understanding of, and belief in, the work of the National Trust for Scotland
- Strong knowledge of Microsoft Office applications, particularly Excel and Word
- Previous cash handling experience
- Experience of managing rotas and a small team of staff
- Experience of EPOS Systems
- Access to own transport

DIMENSIONS AND SCOPE OF JOB

Scale

- During the season, a significant amount of time spent in this role is non-desk based, requiring good time management and the post-holder can expect a substantial part of the working day to be spent front of house, providing operational delivery of the admissions and memberships offerings.
- Will be required to work flexible working patterns and hours including evenings, weekends, and public holidays. As part of the role and as a senior member of the team, there will be an expectation that the post holder would attend work at short notice (if the operational needs demand and circumstances allow)

Financial Management

Responsible for financial administration at Paybox, including:

- Ensuring the completion of the Cash/till reconciliation
- Maximising income generation for the property from admissions and membership recruitment
- Will have sales target and budget responsibilities.

People Management

- Line management for 4 (potentially more) staff.
- Will have daily interaction with members of the public, suppliers and contractors.
- All staff administration for the team – Rotas, Holidays and absences as well as supporting with recruitment when required

Key Performance Indicators

- Membership targets met or exceeded.
- Staffing costs kept within budget
- Systems of recording all kept up to date
- Visit Scotland 5-Star grading maintained and Visitor feedback survey scores.
- Mystery Shopper results

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 22nd September 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"