

Role: Property Administrator	Region / Department: South & West
Reports to: Operations Manager	Pay Band: Grade 2 Upper: £25,483 to £26,907 per annum
Location: Mackintosh at the Willow	Type of Contract: Full Time (40 hours/week), permanent, 5 days out of 7 to suit the needs of the business

JOB PURPOSE

This is an exciting and interesting role which contributes to the smooth and efficient running of one of the National Trust for Scotland's busiest visitor attractions Mackintosh at the Willow

Through the provision of administrative support and excellent customer service, you will act as the first point of contact for internal and external enquiries, play a key role in team communications and coordinate many other property processes and systems.

The role requires positivity, flexibility, strong organisational skills and an attention to detail, with responsibilities covering finance, and public-facing activities.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Coordinate income reports and cash-handling processes for Mackintosh at the Willow, including weekly sales and visitor statistic recording, and the reconciliation of tills and petty cash, plus additional monthly and year-end activities.
- Become a super-user of the Trust's online finance management and purchase order/invoice system, providing ongoing support and advice to other team members, and liaising with the NTS finance team to investigate issues as they arise.
- Contribute to clear internal communication and team cohesion across the properties by sharing important messages, news, and policy updates, as requested, through a variety of channels, including emails, shared calendars, staff notice boards, and arranging and recording team meetings/action points.
- Provide excellent customer service as the first point of contact for enquiries and correspondence from colleagues, visitors, local community, partners and suppliers via mail, email, telephone, social media, and other online platforms.
- Support event, travel trade and venue hire & education activities – including the set-up of online bookings via Eventbrite, hospitality booking system and email. Assist in the coordination of events on site.

- Work closely with the Operations Manager, General Manager and Heads of Department on establishing and maintaining strong, consistent administrative routines – from enforcing office housekeeping standards to the replenishment of supplies like stationery, first aid kit and uniforms.
- Collate and process new Membership forms onto the NTS portal.
- Assist with gathering photo and story content for marketing purposes, helping schedule social media posts and ensuring our on-site information posters and resources are kept up to date.
- Oversee the property's electronic and paper filing systems and archives to ensure they are organised, easy to navigate and meet the requirements of data protection legislation (GDPR) and the Trust's data retention policy.
- Support the cyclical update of property health & safety systems, including notifying team of risk assessment review dates and compliance record-keeping.
- Offer a flexible administrative service to all managers and their teams as required.
- Support Operations Manager, VSMs and HODs with compliance record keeping for the property
- Assist with general visitor services departments to provide relief cover, including catering & hospitality, retail, housekeeping, admissions, and events as required. Full training will be given across each area.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Formal qualification or relevant experience in business administration
- Confident user of Microsoft software (eg. Word, Excel and Outlook) and familiarity with online organizational management systems (eg. finance packages)
- Passion for internal and external customer service
- Warm and professional telephone manner and written communication skills
- Strong numeracy skills and attention to detail
- Proficient multi-tasker, with organised approach to time management and workload prioritisation

Desirable

- Familiar with social media post creation and scheduling tools
- Experience of health and safety within the workplace
- Experience of working or volunteering within the tourism, heritage or conservation sector

DIMENSIONS AND SCOPE OF JOB

Tools and Equipment

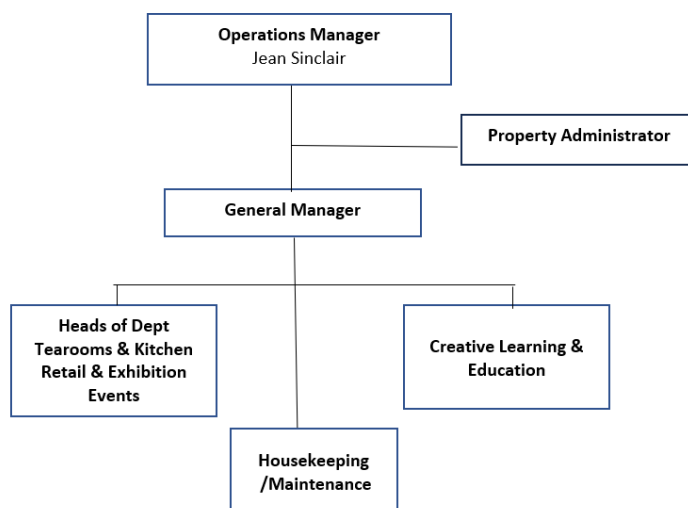
Computer, Microsoft Office, Teams, Dynamics, NTS Intranet, Core HR, Planday, TouchOffice, Resdiary.

Finance

The post holder will not be a budget holder but will be required to handle/reconcile cash for banking and petty cash.

People

- The post holder will often be the first point of contact for booking enquiries and phone calls and will have regular interactions with members of the public
- In addition to independent visitors, Mackintosh at the Willow is a very popular destinations for travel trade tour operators so the post holder must be able to interact professionally with a wide range of people
- The post-holder will work frequently with property employee and volunteer colleagues in visitor welcome, retail, food and beverage, cleaning, maintenance and education teams – as well as regional and central colleagues in finance, events and administration.



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 date Sunday 25th 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"