

<b>Role:</b> Visitor Services Supervisor – Retail	<b>Business</b> Property & Visitor Services
<b>Reports to:</b> Visitor Services Manager (VSM)	<b>Pay Band/Starting Salary:</b> Grade 3 Lower £26,844 - £28,684 pro-rata, per annum
<b>Location:</b> Castle Fraser	<b>Type of Contract:</b> Permanent, 37 hours per week
<b>Terms and conditions:</b> The post is subject to the standard terms and conditions provided with the application pack. The role includes duties during weekends and occasional evenings when required.	

### **PURPOSE OF THE ROLE**

As a member of the Retail team you are on the front line delivering the income that allows the National Trust for Scotland to look after Castle Fraser. Your role will provide world-class customer service; ensuring the shop is presented to the highest possible standard both in terms of product display and amazing visitor experience.

### **KEY RESPONSIBILITIES**

- Under take the induction/ongoing training of staff on all front-of-house procedures, customer care and stock management (delivery processing etc.)
- Cash reconciliation
- To support the National Retail team & site Visitor Services Manager (VSM) in creative merchandising of shop displays and ensuring shop displays are consistently delivered to the highest standard.
- Analyse retail sales information regularly and take action where required to drive income
- Delivering a high level of customer service and inspiring team members to adhere to high customer service standards
- Delivering and completing stock takes and stock counts accurately
- Being a leader within the team and taking a proactive approach to problems
- A passion for product and best in class product knowledge
- Delivering and supporting all aspects of stock management: ordering, receipting deliveries, and dealing with delivery discrepancies.
- Management of ticket / membership sales and admissions
- Management of second-hand book shop
- 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.

### **SCOPE OF JOB**

#### People Management

- Not a line manager; but will have a supervisory and leadership role within the retail team.
- Will work closely with other property colleagues and will also have regular contact with specialist advisory colleagues based in other locations and departments (e.g. National Retail Team).

- Will have regular (daily) interaction with members of the public of all ages and abilities
- Position will play an important role as part of the properties senior operational team assisting with duty management cover.

#### Finance Management

- Not a budget-holder but will be expected to take responsibility for effective management of Trust resources in the allocated areas
- Share Till Reconciliation Duties with other senior staff.
- Assist RDM & VSM with stocktaking and delivery discrepancies
- To assist the National retail team & VSM with accurate stock control procedures (write-off/wastage etc.)

### **REQUIRED 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:

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Excellent interpersonal and communication skills.
- Ability to lead in a busy and diverse environment with a focus on customer service
- Experience of merchandising retail displays, or willingness to undertake training
- Ability to be flexible, in particular to adapt working patterns and tasks to meet day-to-day variations in retail and property needs.
- Genuine belief in the value of good customer service.
- Demonstrable excellent time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.
- Ability to take responsibility for own personal development
- Competent user of Microsoft Office Products.

#### Desirable:

- Experience with cash handling/working with financial data.
- Previous experience in a busy retail environment, in a supervisory role.

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](mailto:workforus@nts.org.uk), by Sunday 27th October 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"