

Role: Visitor Services Supervisor – Visitor Experience	Region / Department: North East
Reports to: Visitor Services Manager	Pay Band: Grade 3 Lower £26,884 - £28,684 pro-rata, per annum
Location: Crathes Castle	Type of Contract: 32 hours per week. Start date: 3 rd March (permanent)

We are looking for an experienced and talented customer focused supervisor to join us at our fantastic property, Crathes Castle.

This is an exciting opportunity within the heritage industry and the ideal candidate must be passionate about our vision for the Future and what we do every day as a business: Bringing people together and giving them the greatest visitor experience.

Based at a hugely popular Estate, Crathes is one of the most visited properties in the North East seeing a huge amount of domestic and international visitors. With 2 function / event spaces, a large events lawn, a self-catering cottage, a very busy café, shop, historical castle and internationally recognized gardens, a huge estate with multiple walks.

JOB PURPOSE

This is an exciting leadership role within the team that manages Crathes.

Engaging visitor experience and excellent customer service are vital to any visit to Crathes, and as Scotland’s largest conservation membership charity, every penny we make supports our work protecting the nation’s natural and cultural heritage.

The Visitor Services Supervisor at a Trust property plays a pivotal role ensuring that the management objectives are achieved through excellent customer service and is very often the “face” of the Trust to visitors and suppliers.

As such, they directly influence public perceptions of the Trust and is crucial to developing and maintaining the property’s local/national reputation and work with stakeholders.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Visitor experience

- Manage the day-to-day operation of the property and environs to ensure an excellent customer/visitor experience
- Develop and promote new products and offers to enhance member and visitor enjoyment, tell the property’s stories and drive visitor numbers.
- Create a culture of ‘exceptional service, every time’, leading by example with the warm welcome you give
- Act as one of the property group’s duty manager team, responsible for ensuring a safe and smooth visitor operation, addressing issues, and opening/closing up the buildings.
- Help achieve targets for the completion of visitor surveys to understand more about our visitors.

- Supervising our Collection Care Assistant and Housekeeping to ensure property standards are maintained.

Retail & Admissions

- Work with the team to ensure sales targets are met.
- Work with the team to ensure Membership sales on target
- Supporting the team with merchandising and stock management.
- Support a health & safety culture, ensuring compliance with all mandatory requirements.
- Accountable for cost-effective stock management, ordering, storage and wastage control.
- Understand and adhere to the sale of alcohol legislation.

Property Management

- Working closely with the Visitor Services Manager to ensure Health & Safety procedures, emergency procedures, and environmental procedures are adhered to.
- Oversight/maintenance of the buildings with the support of the regional surveyor.
- Responsible for day to day financial administration at the property, including cash/till reconciliation, day-end and week-end reports and reconciliation, completion of the banking processes, and reporting of working hours for payroll.
- Work within the budget constraints set for the Property.
- Support the Visitor Services Manager & National Estates team with the management of our rental properties.

Finance performance

- Work closely with the Visitor Services Manager to support with achieving our annual budgets and cost control.
- Supervise safe and secure till operations, perform end-of-day income reconciliation as a duty manager and conduct end of month and year financial procedures.
- Ensure the longevity of the Trust's buildings and fittings is maximised through appropriate maintenance and/or replacement regimes

People management

- Recruit, induct, develop and performance manage the team of assistants to ensure they are fully equipped and motivated to undertake their front and back-of-house duties
- Support the Visitor Services Manager to ensure visitor experience, retail, collection care and housekeeping rotas and holiday allocation meets business needs and staff budgets
- Volunteer management – including holding volunteer open days
- Enable the team to operate safely to minimise risk of incidents or accidents and take responsibility for emergency procedures
- Work closely with specialist advisory colleagues with the North East Regional Team and National Team.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications & knowledge

- NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience
- Current driving license

Desirable:

- Current First Aid certification (or willingness to train and use)
- IOSHH Managing Safely
- Valid SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License

This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Basic Disclosure.

Experience

Essential

- Excellent supervisory and influencing skills, supervising and supporting staff on a daily basis.
- Significant previous experience of working in an operations role in the catering/visitor/heritage attraction industry – including supervision of staff and/or responsibility for specific activities;
- Strong personal belief in the value of excellent customer care with the ability to translate this into actions;
- Excellent organisational, administrative and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands;
- Confident communication skills (written and spoken)
- Proven sales skills with the ability to achieve targets;
- The ability to think and act quickly when confronted with emergencies;
- Competent user of Microsoft Office products;
- Current driving license valid for driving in the UK.
- Access to own transport.

Desirable

- A formal qualification in Hospitality, Tourism or Event Management;
- A genuine understanding of and belief in, the work of the National Trust for Scotland;

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 9th February 2025.

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"