

Role: Visitor Services Supervisor	Region: South and West
Reports to: Visitor Services Manager	Pay Band: Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
Location: The Hill House, Helensburgh	Type of Contract: 24 hours per week, fixed term 2 years.
Cost Centre: 3HIH	Activity Code: VSZ

PURPOSE OF THE ROLE

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

The Visitor Services Supervisor at a Trust property plays a pivotal role ensuring that the management objectives are achieved through excellent customer service, and, with delegated responsibility for catering, retail, events and duty management is very often the "face" of the Trust to visitors and suppliers. As such, s/he directly influences public perceptions of the Trust and is crucial to developing and maintaining the property's local/national reputation.

KEY RESPONSIBILITIES

- Responsibility for the Line Management of the Visitor Services Team and Volunteers
- Responsibility for the sites opening and closing procedures.
- Sharing the benefits of Membership with ticket holders and always actively looking at innovative and interesting ways to encourage Membership recruitment. Actively promote the work of the NTS and the value of NTS membership to existing and potential members.
- Ensure the highest level of customer service and overall visitor experience.
- Responsibility for coordinating Travel Trade groups and private tours of the property.
- Maximise visitor enjoyment by demonstrating an understanding of the property through engaging visitors with the history of The Hill House and ensuring the property social media is managed to generate interest, engagement and help drive visitor numbers.
- Be mindful of security needs of the property and its contents, minimising opportunities for theft or damage through diligent monitoring of visitors and the implementation of security measures (e.g. locking up procedures etc).
- Delivery of a broad range of high-quality guided tours and talks for the general public and organised groups.
- Be aware of the conservation needs of the property and its contents and minimise the risk of accidental damage through engaging with visitors and the implementation of appropriate conservation measures.
- Share in the common responsibility of implementing the Trust's Health & Safety policy, being mindful at all times of health & safety of self, staff, volunteers, and visitors.
- Share in the common responsibility for the safe evacuation/management of colleagues and visitors in the event of a fire or security alert or alarm.

- Responsibility for the day-to-day financial administration on site, including cash/till reconciliation, day-end and week-end reports and reconciliation, completion of the banking processes, reporting of working hours for payroll, collection and reporting of visitor numbers.
- Duty management responsibilities which include the overseeing of the day-to-day operation, deputising for the Visitor Services Manager on-site and off-site as required, housekeeping, maintenance and safety and security of the Property and grounds, ensuring sites are clear of debris, rubbish etc and that signage is befitting of a Trust property, liaising with contractors on projects and works carried out on site.

SCOPE OF ROLE

People Management

- Line manager of seasonal Visitor Services Team Members and Volunteers.
- Will have daily interaction with colleagues and members of the public of all ages and abilities.

Financial Management

- Not a budget holder.

Essential

- Previous supervisory experience.
- Cash handling experience.
- Epos user.
- Ability to schedule tour groups.
- A personal commitment to excellence in customer care with the ability to enthuse and motivate others.
- Must be a very able and enthusiastic communicator, verbal communication is particularly important.
- Must have a genuine understanding of and belief in the work of the NTS and demonstrate a keen interest in the organisation and its core values.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona- warm, welcoming, patient and understanding, ability to communicate conservation works.
- Excellent selling skills.
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take initiative.
- Ability to work within a team or independently, with minimal supervision and to a high standard
- Experience of working with volunteers.
- Ability to be flexible, and able to adapt to working patterns and tasks.
- An awareness and understanding of the careful approach required when working with fragile historic interiors and collections.
- Strong organisational skills and ability to manage multiple tasks and prioritise.
- Awareness and understanding of the security issues, both personal and property specific.

Desirable

- Previous experience or volunteer experience in museum, tourism or conservation sector.
- Previous experience in a commercial environment.
- An understanding of health and safety legislation and emergency procedures.
- Proficient user of Microsoft Office software.
- Experience in developing event/specialist talks.
- First Aid experience.

The Key Responsibilities, Behaviours and 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 2nd 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"