

Role: Visitor Services Supervisor	Region / Department: Edinburgh & East
Reports to: Visitor Services Manager Food & Beverage	Pay Band: Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
Location: Newhailes House Stables Cafe	Type of Contract: 16 hours per week, fixed term March – November 2025, <i>variable work pattern inc weekends</i>
COST CENTRE: 3NEH	ACTIVITY CODE: TRZ
Note: <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: Available to work weekends, no evening work planned (unless arranged for a specific function)</i>	

JOB PURPOSE

To provide operational delivery of the visitor experience and supervision in the Food & Beverage department at the Stables Café, Dairy and on site Events in line with the Trust's policies. Delivering Performance standards and targets to ensure enjoyment of the property by visitors and members is maximised and key commercial, financial and development objectives are achieved to make the property fully sustainable.

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 duty management is very often the face of the Trust to visitors. As such directly influences public perceptions of the Trust and is significant to developing and maintaining the property's reputation.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Supervising/undertaking the day-to-day operation of the property and environs to ensure an excellent customer/visitor experience. This includes supervision of:

Catering Operation

- Lead with menu development and the preparation and presentation of a high-quality food and drink offer.
- Ensure compliance with health and safety, food hygiene, food allergen, licensing and environmental health standards, completing all related record-keeping.
- Assist with food led events throughout the year to support over all business goals.

Visitor experience

- Offer excellent customer service and ensure all members of the team do the same.
- Support property-wide targets for completion of visitor surveys to understand more about our visitors.
- Act as one of our duty manager team, responsible for ensuring a safe and smooth visitor operation, opening/closing the visitor, addressing issues and emergency procedure and providing relief cover, as required.

Line management of Visitor Services Assistants

- Duty management responsibility including open and close of all on site facilities.
- Ensure the property social media is managed to generate interest and help drive visitor engagement.
- Support the informal learning and community engagement / outreach activity.
- Security of the Property.
- Ensuring the completion of cash/till reconciliation.
- Week-end reports and reconciliation.
- Completion of banking and cash handling processes.
- Health & Safety procedures, emergency procedures, and environmental procedures.
- Deputising for the Visitor Services Manager / Operations Manager on-site and off-site as required.
- Recruitment; induction; development; and management of all visitor services employees. Ensuring that they understand role responsibilities and are equipped to fulfill the role to the standards required.
- Ensure the team feel valued, respected, motivated and supported.
- Supervising the activities of a team of permanent and seasonal Visitor Service Assistants (VSAs), achieving excellent staff performance and motivation through induction, training, task-setting and coaching on front and back of house.

Working closely with other managers across the Property to deliver a programme of visitor events, which increase visitor numbers, drive secondary spend and support overall Property targets;

Instil a Health & Safety culture across the property, ensuring the team work within the property's 'Safe System of Work' to reduce risk of incidents and accidents to volunteers, employees and visitors.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- Significant previous experience of working in an operations role in the hospitality industry – including supervision of staff and/or responsibility for specific activities.
- Previous event coordination/management experience.
- Excellent customer service skills.
- Excellent organisational, administrative and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands.
- Barista trained.
- The ability to think and act quickly when confronted with emergencies.
- Competent user of Microsoft Office products.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Access to own transport.

Desirable

- Food and Hygiene Qualification.
- Current First Aid certification.
- A formal qualification in Catering, Hospitality, Tourism or Event Management.

DIMENSIONS AND SCOPE OF JOB

Finance Management

- Share responsibility for achieving the catering budget together with the F& B Manager.
- Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective catering operation.
- Supervise daily café till operations and perform end-of-day income reconciliation.
- Assist the F&B Manager with menu costing and stock-taking.

Tools / equipment / systems

- Access to laptop and relevant online people management, training, financial monitoring and stock ordering systems, including NTS intranet and Microsoft 365.
- EPOS tills and chip and pin machines.
- Fully equipped commercial catering kitchens.
- Use of internal finance and banking systems.

Performance indicators and targets

- Weekly, monthly and annual sales and cost of sales targets.
- Food compliance standards and record-keeping.
- Visitor enjoyment reviews and ratings from visitor surveys and visitor feedback.

The Purpose, Context, Key Responsibilities, and Person Specification 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 23rd 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"