

<b>Role:</b> Visitor Services Supervisor	<b>Region / Department:</b> North East
<b>Reports to:</b> Operations Manager, Angus	<b>Pay Band:</b> Grade 3 Lower, £26,884 - £28,684 pro rata, per annum
<b>Location:</b> JM Barrie's Birthplace	<b>Type of Contract:</b> Part Time 26 hours per week, Permanent.
<b>Terms and conditions:</b> Hours of work: 26 hours per week, 4 days out of 7, March-October: a regular pattern of Thursday to Sunday. Moving to 4 hours per week November to February (1 half day).	

## **JOB PURPOSE**

To provide operational coordination and supervision of admissions, retail, visitor services, and events at JM Barrie's Birthplace 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 retail, events and duty management is very much 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. A hands on, often lone working role on site, as such it is a key role for J M Barrie's Birthplace.

The property: J M Barrie, creator of Peter Pan, spent his childhood in this small, whitewashed cottage, and it's here that you can see traces of the creative spirit he was set to become. Barrie lived with his seven brothers and sisters in two upstairs rooms, while his father's weaving workshop was downstairs. The washhouse in the yard was Barrie's first theatre – and may even have inspired the Wendy house in *Peter Pan*. An exhibition tells the story of his life and work, and includes the writing desk from Barrie's London flat where he penned *Peter Pan*.

## **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 the retail offer, including and supporting with ordering, merchandising, sales targets;
  - Membership sales (to targets) and general customer service (individuals, education visits, other groups);
  - Housekeeping and security of the Property;
  - Health & Safety procedures, emergency procedures, and environmental procedures;
- Responsible for day-to-day financial administration at the property, including cash/till reconciliation, day-end and week-end reports and reporting of working hours for payroll.
- Induction; development; and management of all volunteers and staff (no staff at present) such that they understand and are equipped to fulfill their roles to the standards required and that they feel valued, respected and supported.

- Instil a Health & Safety culture across the property, working within the property's 'Safe System of Work' to reduce risk of incidents and accidents to volunteers, employees and visitors.
- Ensure the site is well presented at all times, including cleaning and basic DIY, and regular grass cutting of small cottage garden (under the guidance of the Angus Gardening Team).
- Keep the site secure, report incidents, correctly lock and alarm the site. In the winter season, access the property at least once a week to carry out checks and allow visits as needed (agreed in advance).

### **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

The above outlines the key skills the jobholder will need to possess and exercise. In addition, either knowledge or experience of the following is required.

#### **Qualifications**

##### Essential

- A full, clean driving license for driving in the UK.

##### Desirable

- Previous experience in Hospitality, Tourism, or Customer Service;
- Recognised First Aid Qualification (will be expected to undertake if not already held).

#### **Experience**

##### Essential

- Previous experience of working in an operations role in a customer service role, preferably within Visitor Attractions or Hospitality environment.
- 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;
- Proven sales skills with the ability to achieve targets;
- The ability to work within a team or independently , with minimal Supervision to a high and safe standard
- Competent user of Microsoft Office products;
- Current driving licence valid for driving in the UK or ability to easily access the site.

##### Desirable

- A genuine understanding of and belief in, the work of the National Trust for Scotland;
- Access to own transport.

### **DIMENSIONS AND SCOPE OF JOB**

#### Scale

- ♦ Based at JM Barrie's Birthplace, includes frequent weekend working.
- ♦ Travel to regional meetings at House of Dun (Angus Cluster office) and Crathes Castle (North East Regional Office) as required.

### People Management

- ♦ Primarily a lone working site, to undertake all duties in a safe manner, in accordance with health and safety policies and procedures.
- ♦ To supervise front of house volunteers or staff when necessary, and will act as primary Duty Manager.
- ♦ Will have regular contact with specialist advisory colleagues in other locations and departments.
- ♦ Will have regular (daily) interaction with members of the public of all ages and abilities.

### Finance Management

- ♦ Delegated responsibility for admissions and retail budgets and expected to take responsibility for effective management of Trust resources in the allocated areas.

### Tools/ Equipment and Cleaning Materials

- ♦ Will be a frequent user of cleaning chemicals.
- ♦ Is expected to work and ensure compliance within the property's 'safe systems of work' (the system for managing health and safety).

### Example key performance indicators and targets

- ♦ High standards of housekeeping and a safe working environment are always maintained.
- ♦ KPIs and targets across Membership, Admissions, Retail and mystery visits.
- ♦ Budget monitoring for income and expenditure for the site.

**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.**

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### 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 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"