

Role: Visitor Services Manager Welcome	Business Highlands & Islands
Reports to: Operations Manager	Pay Band/Starting Salary: Grade 4 Lower, £31,925 - £35,134 pro-rata, per annum
Location: Culloden Battlefield and Visitor Centre Culloden Moor, Inverness, IV2 5EU	Type of Contract: Permanent, Full Time
Terms and conditions: The post is subject to the standard terms and conditions provided with the application pack. The role includes duties during weekends and evenings when required.	

PURPOSE OF THE ROLE

As a front-line member of the Culloden team your job is give an amazing welcome and tell the story of this iconic site. You will be responsible for delivering our commercial offer which includes membership, general admission, donations, some retail products and travel trade. You will be part of the wider Culloden Cluster acting as an ambassador for the site and the National Trust for Scotland.

KEY RESPONSIBILITIES

- Leading the team in reaching its membership targets for the year
- Working as part of the overall management team at Culloden, and the wider cluster.
- Delivering a high level of customer service and inspiring team members to adhere to high customer service standards
- Responsible for reporting data and analysing figures/trends
- Undertaking the induction/ongoing training of staff on all front-of-house procedures, customer care and membership.
- Developing the progress of the Welcome Supervisor
- Full responsibility for Travel Trade bookings to the site and coordinating their visits alongside the Engagement Team, with support of the Ops Manager
- Working closely with other managers across the cluster to deliver functions and events throughout the year
- Sharing the history of the site and the principles of the NTS with visitors both onsite and via online resources.
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health ,Safety_and_Environment policies and guidelines.
- Undertaking Duty Management as part of a rota including banking processes
- Cash reconciliation including end of day reports and till management

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

SCOPE OF JOB

People Management

- Full line management responsibility
- Will work closely with other managers, sharing best practice and will also have regular contact with specialist advisory colleagues based in other locations and departments (e.g. Central Travel Trade Team).
- Ensure regular one to one meetings with Welcome supervisor are held, and feedback given.
- Will have regular (daily) interaction with members of the public of all ages and abilities.

Finance Management

- Welcome budget-holder and expected to take responsibility for effective management of Trust resources in the allocated areas
- Share Till Reconciliation Duties with other senior staff, including tracing discrepancies.

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.
- Experience of selling in a busy environment and promotion of benefits to customers
- Ability to lead in a busy and diverse environment with a focus on customer service
- Ability to be flexible, 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 time management skills and the ability to prioritise.
- Ability to be proactive and to take the initiative.
- Competent user of Microsoft Office Products.
- Full, clean UK driving license

Desirable:

- Experience with cash handling/working with financial data.

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 23rd March 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"
