

Role: Visitor Services Supervisor-Retail	Region / Department: Highlands & Islands
Reports to: Visitor Services Manager-Retail	Pay Band: Grade 3 Lower, £28,228 pro-rata, per annum
Location: Culloden Battlefield	Type of Contract: Full Time, Permanent
Terms and conditions The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: 40 hours per week, including regular work on weekends and public holidays, etc.	

PURPOSE OF THE ROLE

Culloden Battlefield is an iconic historic site within the heritage and tourism sectors enjoying a high national and international reputation as shown by the 80% of visitors who visit the site from overseas. Culloden Battlefield & Visitor Centre, which has museum accreditation status, houses an important historic collection.

As a member of the Retail team you are on the front line delivering the income that allows the National Trust for Scotland to look after Culloden Battlefield. Your role will provide world-class welcome/customer service; ensuring the shop is presented to the highest possible standard both in terms of product display and amazing visitor welcome and experience.

Your usual place of work will be Culloden Battlefield Visitor Centre; however, you may occasionally be required to work at our other properties, Abertarff House and Hugh Miller’s, which sit within the Culloden Cluster.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

In this role the post holder will assist to deliver high quality welcome/visitor experience at Culloden Battlefield (including but not limited to):

- Undertake the induction/ongoing training of staff on all front-of-house procedures, welcoming/customer care and stock management (delivery processing etc.);
- The correct utilization of the Trust EPOS and Midas Systems.
- Cash handling/reconciliation experience.
- To ensure that the department adheres to cash security procedures in line with the Trust policy and to assume responsibility for cash handling procedures within the department.
- To support VSM-Retail in creative merchandising of shop displays.
- A passion for product and best in class product knowledge.
- Supporting the VSM-Retail with all aspects of stock management: stock take, deliveries, and dealing with delivery discrepancies.
- Deputising for the VSM-Retail in their absence as required.
- Delivering an excellent level of welcome/customer service and inspiring team members to adhere to world-class welcome/customer service standards.
- Being a leader within the team and taking a proactive approach to problems.

- Undertaking Duty Management cover as part of a rota along with regular weekend working. Taking responsibility for opening and closing and security of buildings as well as implementing emergency procedures when required;
- Adhering to the sale of alcohol legislation.

SCOPE OF JOB

People Management

- Not a line manager; however, will have a supervisory and leadership role within the Retail team.
- To support team members with CoreHR system.
- Will work closely with other property colleagues and will also have regular contact with specialist advisory colleagues based in other locations and departments.
- Will work closely with suppliers and outside contractors.
- Will have daily interaction with members of the public.

Finance Management

- Not a budget-holder however will be expected to take responsibility for effective management of Trust resources in the allocated areas.
- Share Cash Handling/Reconciliation duties with other senior staff, as appointed by VSM-Retail.
- Train staff in EPOS and cash handling/reconciliation as required.
- To assist the VSM-Retail with accurate stock control procedures (write-off/wastage etc.), stock taking and delivery discrepancies.

Health & Safety, Food Safety, the Environment:

- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health & Safety and Environment policies and guidelines, Food Safety legislations and procedures including Waste Disposal and Allergens.
- To record and report all accidents within the location, adhering to Trust procedures.
- To assist VSM-Retail in maintaining appropriate SSoW records are regularly updated.
- To assist VSM-Retail establish and maintain location housekeeping schedules.
- To ensure that all Trust procedures and work instructions are fully understood and practiced by all employees.
- To promote and encourage environmental improvement initiatives as appropriate within the property.

SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the jobholder will need to possess and exercise. In addition, the following is required:

Essential

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Excellent communication and interpersonal skills.
- Proven experience in managing a team.
- Ability to lead in a busy and diverse environment with a focus on welcome/customer service.
- Previous experience in a busy retail environment, in a supervisory role.
- Experience of merchandising retail displays, or willing to undertake training.
- Ability to be flexible, in particular to adapt working patterns and tasks to meet day-to-day variations in retail and property needs.
- Demonstrable excellent time management skills and the ability to prioritise.
- Sound awareness of health and safety legislation relating to retail environment.
- Genuine belief in the value of good welcome/customer service.
- Ability to be proactive and to take the initiative.
- Ability to take responsibility for own personal development.
- Competent user of Microsoft Office Products.

Desirable

- Experience with cash handling/working with financial data.
- Current First Aid Certificate; or willingness to be trained.

Tools / equipment / systems

- Access to desktop PC and relevant IT systems, i.e. standard NTS management systems including Intranet, T:Drive, Dynamics, EPOS and Midas systems.

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

The Key Responsibilities and Accountabilities, Scope of Job, 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 13th April 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, "VSS Retail - Culloden"

