

<b>Role:</b> Visitor Services Supervisor - Administration	<b>Region / Department:</b> North East
<b>Reports to:</b> Operations Manager – Aberdeenshire South	<b>Pay Band:</b> Grade 2 Upper, £25,483 - £26,907 pro-rata, per annum
<b>Location:</b>  <b>Aberdeenshire North:</b> Crathes Castle / Drum Castle / Craigievar Castle / Leith Hall	<b>Type of Contract:</b> Full Time – Permanent Mon – Fri with occasional weekends when needed.

### **JOB PURPOSE**

You will be responsible for providing administration support to the four properties within the cluster of properties. You will ensure all general administration is undertaken diligently, efficiently and carried out within the Trust's procedures and policies. You will be primarily based at **Crathes Castle** but with occasional work at different properties.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

Ensure all general administrative tasks are undertaken efficiently, effectively and timeously, including (but not limited to):

- Management of all purchase orders for your cluster of sites, including raising, receipting, reconciling, etc;
- Primary point of contact with NTS Purchase Ledgers, for all matters relating to purchase orders, invoices and queries;
- Booking of contractors for site works across all of the cluster, and liaison with contractors where required;
- Primary admin support to Operations Manager;
- Duty Management of your cluster sites as required, such as holiday or sickness cover;
- Management of all social media across the cluster, in accordance with the standards as laid down by NTS Social Media Manager and Operations Manager;
- Management of all social media content creation across the cluster, including the management of weekly content ideation Teams calls with VSMS/Head Gardeners/Cluster roles, management of shared storage for content, and management of Brandwatch analytical tool;
- Participation in monthly testing/learning Teams calls with NTS Social Media Manager and NTS Marketing Manager to ensure all decisions on social media are data driven to maximise effectiveness;
- Property correspondence (mail, email and telephone);
- Filing and record-keeping;
- Diary management for your cluster property diaries;
- Processing of membership applications from your properties;
- Meetings support (agendas, minutes, etc);
- Cashier duties (reconciliation and recording);
- Data entry of takings, statistics – weekly, monthly and ad hoc.

All other duties as deemed reasonably required to support the wider functionality of the sites.

You must be flexible to meet the needs of the property, this will include occasional weekend working.

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

### **Qualifications**

#### Essential

- Qualification or relevant experience in business

### **Experience**

#### Essential

- Demonstrable experience with management of purchase orders;
- Demonstrable expertise with social media;
- Cash handling experience;
- Ability and competence to intermediate level in MS packages – Dynamics, Word, Excel, Outlook and PowerPoint;
- Possess excellent communication skills (written and oral);
- Must be diligent and accurate with excellent eye for detail;
- Excellent customer care skills;
- Well-developed time management and organisation skills – ability to prioritise workload;
- Current driving license.

#### Desirable

- Previous experience providing administrative support to varied commercial outlets;
- Demonstrable experience with leading team meetings;

## **DIMENSIONS AND SCOPE OF JOB**

### Scale

- Four large heritage buildings and estates that run tours of the sites, hospitality events, food & beverage, and retail outlets in a visitor environment.

### People Management

- Not a line manager but expected to provide Duty Manager support for a total site as required;
- The post-holder will work closely with the wider property staff and volunteers and regional team.

### Finance Management

- No budget responsibility but first line management of all purchase orders for Your cluster.
- Access to PC and relevant IT systems, i.e. standard NTS management systems including Intranet, T:Drive, SharePoint, Microsoft Dynamics, EPOS.

**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 2<sup>nd</sup> 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"