

<b>Role:</b> Visitor Services Supervisor - Food and Beverage	<b>Region:</b> Highlands & Islands
<b>Reports to:</b> Visitor Services Manager - Food and Beverage	<b>Pay Band / Starting Salary:</b> Grade 3 Lower £28,228 - £30,118 pro-rata, per annum
<b>Location:</b> Brodie Castle	<b>Type of Contract:</b> Full time, Permanent

### **Purpose of role**

This is an exciting opportunity to work with our leadership team at Brodie Castle to provide operational delivery of the visitor experience and supervision in the Food & Beverage department, as well as on-site events in line with the Trust's policies.

You will be responsible for the supervision of the day-to-day catering operations at our popular Playful Garden Café as well as the Castle Café. You will deliver our quality standards and performance targets, ensuring we offer our visitors a fantastic Food & Beverage experience.

You will be an enthusiastic team player who can supervise, coach and motivate your team. You will also be part of a broader duty management team responsible for promoting good communication across the site and a joined-up visitor services provision.

This role requires weekend working and at times may require working evenings to cover events.

### **Key Responsibilities**

#### **Catering Operation**

- Support the F&B manager with menu development and the preparation and presentation of a high-quality food and drink offer relevant to our Brodie visitors.
- Ensure compliance with health and safety, food hygiene, food allergens, licensing and environmental health standards, completing all related record-keeping.
- Support the F&B manager with stock management, ordering, storage and wastage control.
- Ensure the upkeep and safety of equipment and utensils used within the catering outlets.
- 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 catering 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 management team, responsible for ensuring a safe and smooth visitor operation, opening/closing the visitor attraction, addressing issues, emergency procedure and providing relief cover, as required.

## **People Management**

- Assist the F&B Manager in Recruitment, induction, development and management of all Food and Beverage Visitor Services Assistants ensuring that they understand role responsibilities and are equipped to fulfil the role to the required standards.
- Supervise the activities of a team of permanent and seasonal Visitor Service Assistants (VSAs), achieving excellent staff performance and motivation through effective training, task-setting and coaching on front and back-of-house routines.
- Ensure the team feel valued, respected, motivated and supported.
- Support the F&B Manager in preparing catering rotas and holiday allocation to meet business needs.
- Work closely with specialist advisory colleagues, i.e. our Trust-wide Catering Development team.

## **Finance management**

- Share responsibility for achieving an F&B budget of around £300,000 a year
- Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective catering operation
- Supervise daily cafés till operations and perform end-of-day income reconciliation
- Support the F&B Manager with menu costing and stock-taking.

## **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
- Staff satisfaction from staff surveys

## **Tools / equipment / systems**

- Fully equipped commercial catering kitchen.
- Access to laptop and relevant online training, financial monitoring and stock ordering systems, including NTS intranet and Microsoft 365.
- EPOS tills and chip and pin machines.

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

### **Essential**

- Significant previous experience of working in an operations role in the hospitality industry
- Excellent leadership and influencing skills, supervising and supporting staff on a daily basis
- Excellent customer service skills.
- Excellent organisational, administrative and time-management skills with the ability to prioritise workload to meet changing demands
- Confident communication skills (written and spoken)
- Ability to be proactive and to take initiative.
- Experience with cash handling, monitoring, and interpreting financial data.
- Computer literacy and familiar with Microsoft software

- An understanding and commitment to the aims and objectives of the National Trust for Scotland.

### **Desirable**

- Food Hygiene Qualification
- First aid Certificate
- Barista training
- Alcohol License

The Key Responsibilities, Behaviours 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](mailto:workforus@nts.org.uk) by Sunday 4th January 2026.

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 – Leith Hall."