

<b>Role:</b> Visitor Services Supervisor (VSS) – Visitor Experience	<b>Region / Department:</b> NE Region / Built Heritage
<b>Reports to:</b> Visitor Services Manager (VSM) - Operations	<b>Pay Band:</b> Grade 3 Lower - £28,228 - £30,118 Pro-Rata, Per Annum
<b>Location:</b> Haddo House, AB41 7EQ	<b>Type of Contract:</b> Permanent, 20 Hours Per Week with regular weekend working

We are looking for an experienced and talented customer focused supervisor to join us at our fantastic property, Haddo House.

This is an exciting opportunity within the heritage industry and the ideal candidate must be passionate about our vision for the Future and what we do every day as a business: Bringing people together and giving them the greatest visitor experience.

Situated in wonderful parklands, Haddo House is an iconic historical landmark that has been part of the National Trust for Scotland since 1979. These days, Haddo House has established itself as the flagship venue of the Aberdeenshire North region.

Spread over three floors, Haddo House boasts one of the most impressive interiors in the area, with an incredibly rich & fascinating history. The flexible interior space making it idea for weddings, corporate hospitality, and events.

The property also comprises of; a large multi-use courtyard which houses the retail and catering areas, one of the best gardens in Aberdeenshire, as well as two function / events and conference spaces and a large events lawn.

### **JOB PURPOSE**

This is an exciting leadership role within the team that manages Haddo House & Garden. Haddo House is also part of a wider partnership, with Haddo Estate & Aberdeenshire Council and with a variety of user groups focusing mainly on the arts, including a choral society, arts festival and children theatre.

Engaging visitor experience and excellent customer service are vital to any visit to Haddo House. And as Scotland's largest conservation membership charity, every penny we make supports our work protecting the nation's natural and cultural heritage.

The Visitor Services Supervisor at a Trust property plays a pivotal role ensuring that the management objectives are achieved through excellent customer service and is very often the "face" of the Trust to visitors and suppliers.

As such, they directly influence public perceptions of the Trust and is crucial to developing and maintaining the property's local/national reputation and work with stakeholders.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **Visitor experience**

- Manage the day-to-day operation of the property and environs to ensure an excellent customer/visitor experience
- Develop and promote new products and offers to enhance member and visitor enjoyment, tell the property's stories and drive visitor numbers, including our Heart of Haddo family experience.
- Create a culture of 'exceptional service, every time', leading by example with the warm welcome you give
- Act as one of the property group's duty manager team, responsible for ensuring a safe and smooth visitor operation, addressing issues, and opening/closing up the buildings.
- Help achieve targets for the completion of visitor surveys to understand more about our visitors.
- Supervising our team of Visitor Services Assistants and Volunteers across the site to ensure property standards are maintained.

### **Retail & Admissions**

- Work with the team to ensure sales targets are met.
- Work with the team to ensure Membership sales on target
- Supporting the team with merchandising and stock management.
- Support a health & safety culture, ensuring compliance with all mandatory requirements.
- Accountable for cost-effective stock management, ordering, storage and wastage control.
- Understand and adhere to the sale of alcohol legislation.

### **Property Management**

- Working closely with the Visitor Services Manager to ensure Health & Safety procedures, emergency procedures, and environmental procedures are adhered to.
- Support Visitor Services Manager with the oversight and maintenance of the buildings.
- Responsible for day to day financial administration at the property, including cash/till reconciliation, day-end and week-end reports and reconciliation, completion of the banking processes, and reporting of working hours for payroll.
- Work within the budget constraints set for the Property.
- Support the Visitor Services Manager & National Estates team with the management of our tenants.

### **Finance performance**

- Work closely with the Visitor Services Manager to support with achieving our annual budgets and cost control.
- Supervise safe and secure till operations, perform end-of-day income reconciliation as a duty manager and conduct end of month and year financial procedures.

### **People management**

- Recruit, induct, develop and performance manage the team of assistants to ensure they are fully equipped and motivated to undertake their front and back-of-house duties
- Support the Visitor Services Manager to ensure visitor experience, retail, collection care and housekeeping rotas and holiday allocation meets business needs and staff budgets
- Volunteer management – including holding volunteer open days

- Enable the team to operate safely to minimise risk of incidents or accidents and take responsibility for emergency procedures
- Work closely with specialist advisory colleagues with the North East Regional Team and National Team.

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

### **Qualifications & knowledge**

- NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience
- Current driving license

#### *Desirable:*

- Current First Aid certification (or willingness to train and use)
- IOSHH Managing Safely
- Valid SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License

**This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Basic Disclosure.**

### **Experience**

#### Essential

- Excellent supervisory and influencing skills, supervising and supporting staff on a daily basis.
- Significant previous experience of working in an operations role in the catering/visitor/heritage attraction industry – including supervision of staff and/or responsibility for specific activities;
- Strong personal belief in the value of excellent customer care with the ability to translate this into dynamic decision making;
- Excellent organisational, administrative and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands;
- Confident communication skills (written and spoken)
- Competent user of Microsoft Office products;

#### Desirable

- A formal qualification in Hospitality, Tourism or Event Management;
- A genuine understanding of and belief in, the work of the National Trust for Scotland;

**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](mailto:workforus@nts.org.uk) by Sunday 13<sup>th</sup> July 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 Visitor Experience – Haddo House."

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