

<b>Role:</b> Visitor Services Supervisor – Administration & Compliance	<b>Region / Department:</b> Edinburgh & East
<b>Reports to:</b> Operations Manager, Fife	<b>Pay Band:</b> Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
<b>Location:</b> Fife cluster – property location TBA	<b>Type of Contract:</b> Permanent, 40 hours variable pattern
<b>COST CENTRE:</b> 2413	<b>ACTIVITY CODE (e.g.: VSZ):</b> PMZ
<i>Please note this is a <b>property-based</b> role with regular travel to other sites</i>	

### **PURPOSE OF THE ROLE**

To assist the Operations Manager with the smooth running of Falkland Palace, Hill of Tarvit and Kellie Castle as well as non-visited properties in the Fife cluster. This includes, but not limited to, general administration, compliance and health and safety tasks in support of operations and demands a high level of customer service, organisational skills and the ability to use your initiative with an attention to detail essential.

### **KEY RESPONSIBILITIES**

- Administrative support to the Operations Manager and other key departments as required.
- File management (filing, scanning, maintenance of regional drive, archiving).
- Managing office petty cash, receipts and claims.
- Managing postage.
- Assisting property staff with ordering and system queries as required.
- Providing the first point of contact at whichever site you are working from that day and ensuring that communications are answered, forwarded and recorded effectively and in a timely fashion.
- Organising meetings, circulating advance papers, taking and distributing minutes and monitoring action points required of staff.
- Processing financial transactions (e.g. cash handling, data entry, purchase ordering, and expense claims) on a regular basis using an IT-based finance package.
- Share in the common responsibility of implementing the Trust's "Health & Safety Policy", including the production and maintenance of risk assessments, being mindful at all times of the health and safety of self, staff, volunteers, and visitors.
- Attendance at meetings with the Operations Manager and other managers and supervisors to openly discuss ideas, problems and solutions to the delivery of improved visitor experience at the property.
- Taking and processing educational/group bookings and liaising with relevant departments to ensure the smoothing running of each.
- Management of the property diaries and preparation and distribution of the weekly programme as well as other reports as required.
- Maintaining key safe and security/access arrangements for staff and visitors.
- Acting as "Fire Warden" for regular testing and activations and providing training for property staff.
- Booking and supervision of reactive and planned maintenance contractors.

- Placing orders and completing necessary documentation as and when required.
- Ensuring H&S and GDPR compliance across the cluster, including the residential lets.
- Provide an excellent level of customer service to all external and internal customers.
- Organising and overseeing refuse collection, and recycling arrangements.
- As and when required act as Duty Manager in support of Operations Manager and other activity managers and supervisors.
- Providing finance admin cover for the regional support team.

## **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**

- Demonstrable administration experience, including experience of cash handling and attending to work of a confidential nature.
- High standard of written and spoken English.
- Excellent organisational and administrative skills with the ability to organise and manage systems and processes necessary for the smooth running of a busy visitor attraction.
- Excellent communication and interpersonal skills – able to interact with wide range of people tactfully and diplomatically.
- Excellent customer care skills.
- Strong team-player, committed to supporting team members.
- Proficient user of Microsoft Office products (Word, Access, PowerPoint, Teams & Excel), Internet and email, with confidence in using and learning IT software generally.
- Ability to work without supervision and under pressure, to tight deadlines and in environment of changing priorities.
- Rigorous and accurate attention to detail.
- Proactive, motivated and flexible attitude.
- A current valid driving licence.

### **Desirable**

- Good working knowledge of general visitor attraction management matters.
- Awareness of the needs and standards of a high quality tourist destination.

## **DIMENSION AND SCOPE OF ROLE**

### **Scale**

- Responsibility for assisting an Operations Manager, the Visitor Service Managers at Falkland and Kellie, the Visitor Services Supervisors at Hill of Tarvit and the two cluster Head Gardeners.
- Will also support in compliance matters for Sailor's Walk and Balmerino Abbey.
- Residential compliance for tenanted properties in the Fife Cluster.
- Holiday let compliance across the cluster including working with the central Holidays team to ensure short term letting licences in place.
- Frequent interaction with suppliers and contractors.

### **People Management**

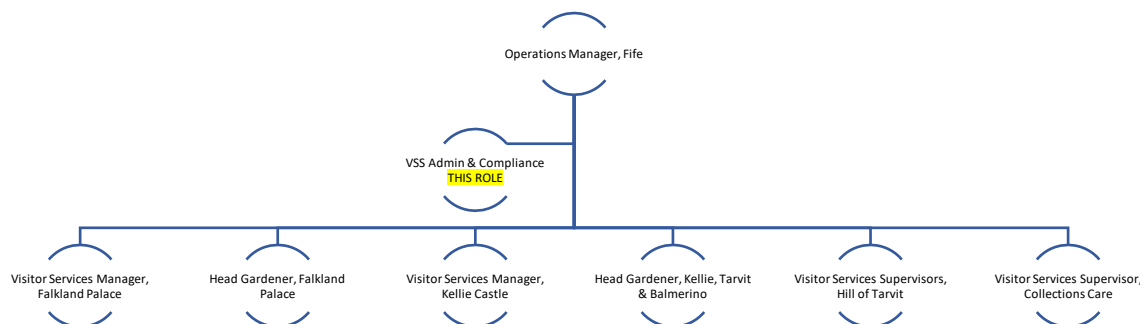
- The post holder will work closely with other property and regional support colleagues and will interact with other colleagues based in other locations as well as regular customers, clients, partners and service suppliers.

## Financial Management

- No budget responsibility, however, the role will be responsible for the administration of the Trust's financial processes and procedures.
- The postholder will support purchase order management in the cluster.
- Responsibility for correct banking of donations and other cash from sites.

## IT

- Be confident and able to provide systems support at a local level.
- Responsibility for managing WRD.
- Competent user of SharePoint for storing regional documents accurately and in a logical file structure, including regional compliance evidence.
- Will need to understand EPOS and be able to troubleshoot and appropriately seek support from central services for any issues.
- Be comfortable in using regional tools e.g. raising of POs via the PO request sheet and administration associated with goods receipting and invoicing.



**The Purpose, Context, Key Responsibilities, and Person Specification 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 20<sup>th</sup> October 2024

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"