

Role: Visitor Services Manager	Region / Department: North East
Reports to: Operations Manager (Aberdeenshire North)	Pay Band: Grade 4 Upper - £36,469 - £40,342 Pro Rata, per annum
Location: Fyvie Castle and Gardens	Type of Contract: Permanent 40 hours per week 5/7 working days with flexibility to cover as per operational needs

JOB PURPOSE

Situated at the historic Fyvie Castle and Gardens, the Visitors Service Manager is the responsible manager of one of Aberdeenshire's premier tourist destination and wedding venues. Fyvie Castle and Gardens is the centre of a multi-phased project, focused on the revitalisation of the visitor experience and conservation of infrastructure at the site.

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.

You will lead a management team responsible for delivering an overall visitor service strategy, care of the site, including retail, events and admissions and liaise with colleagues responsible for collections care, estates management and gardens. Promoting good communication across the site and a joined-up service provision.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Staff and volunteers - (recruitment, induction, development, motivation, performance management) such that they are fully equipped and motivated to undertake their duties to the required Trust standards;
- Responsible for the line management of Visitor Service Supervisors, Visitor Services Assistants and Volunteers, within Fyvie Castle;
- Instil an ethos of Health, Safety and Security across the estate, maintaining compliance records, ensuring the team work within the properties Risk Assessments to reduce risk of incidents and accidents to volunteers, employees and visitors;
- Budgets - (setting, phasing, monitoring, reporting, pro-active and re-active adjustments together with the Operations Manager and more widely with the NE regional team) to ensure that the finances are sustainable within the context of the wider budgets;
- Plan and deliver annual events and functions strategy with support of NE regional office and Visitor Service Supervisors;
- Create a culture of 'exceptional service, every time'. Delivering high standards of delivery and a consistently warm welcome across the site;
- Ensure the cornerstones of the Trust are achieved at every property namely, conservation, access and memorable visitor experiences for all guests;
- You will ensure high standards of presentation at all times, you may have delegated tasks within other departments and you will understand and help deliver your overall properties business plan;
- Taking responsibility for opening and closing and security of buildings at all times, as well as emergency procedure implementation, duty management and providing relief cover as required;
- The post holder will be designated for the property as the "responsible person" concerning issues around the safeguarding of children and vulnerable adults. For this element of your role, you will be required to undergo a criminal record check.

STRUCTURE

The structure of the NE region includes three clusters named Aberdeenshire North (Haddo, Fyvie, Pitmedden, Fraser), Aberdeenshire South (Crathes, Leith Hall, Drum, Craigievar) and Angus (House of Dun, Barries Birthplace, Barry Mill).

The Visitor Services Manager for Fyvie Castle reports directly to the Operations Manager (Aberdeenshire North). Additional support is provided through the NE Regional office team which comprises of the Regional Director, Business Manager, Central Services, Heritage Services and Garden and Design Landscape Manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience;
- Management experience within a museum, visitor attraction or hospitality industry;
- Ability to work 'hands-on' – including in the retail, events and admissions areas – alongside the team members, demonstrating the customer service skills required of all staff;
- Proven experience of team building and leading a team within and between departments, with a solution focused approach and ability to act independently;
- Excellent interpersonal skills;
- Significant sales experience and front-line interaction with customers.

Experience

Essential

- Have direct experience of managing multi-strand visitor/commercial services operation - ideally in a heritage or tourist-attraction context;
- Excellent communication, leadership and influencing skills;
- Computer literacy and financial reporting, with excellent ability on MS packages and CRM platforms;
- Well-developed time management and organisation skills;
- Current full driving license.

Desirable

- Current First Aid certification;
- Direct Volunteer management experience;
- Experience of delivering promotional activities;
- Hold a valid and recognised SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License;
- Experience of collections management and security.

DIMENSIONS AND SCOPE OF JOB

Scale

- The Visitor Services Manager will be accountable for delivery of c.80k visitors, income generation of c. £350k and expenditure management of c. £950k.

People Management

- Directly manage both full time, seasonal staff and volunteers within all disciplines within the commercial and visitor services disciplines;
- The post will be one of two Visitor Services Managers who will work alongside the Head Gardener, who will line manage the garden team and the Visitor Services Manager (Food & Beverage), who will line manage the food & beverage team;
- Work frequently with the following centralised departments: Buildings; Finance and IT Support; Human Resources and regionally with the Development Managers for Retail and Catering.

Finance Management

- The Operations Manager is the overall budget-holder, but the post-holder has devolved responsibility and accountability for the following budget activities: Admissions & Membership; Property income, Retail & Plant Sales; Rental Accommodation, Holiday Accommodation and annual expenditure;
- Responsible for managing staffing costs within the property as per delegated budgets.

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, by Sunday 12 January 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".

