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| Role: Visitor Services Supervisor – Food & Beverage | Region/Department: South & West |
| Reports to: Visitor Services Manager/Visitor Services Supervisor | Pay Band/Starting Salary: Grade 3 lower, £26,884 - £28,684 pro-rata, per annum |
| Location: Culzean Castle & Country Park | Type of Contract: Permanent Part-time / 24 hrs per week Various Shift Patterns, 5 days over 7 between 9am and 6pm From 16 th September |
| COST CENTRE: 3CUZ | ACTIVITY CODE: TRZ |
| The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply. AVAILABLE POSTS: 1 | |

JOB PURPOSE

Here at National Trust for Scotland's beautiful Culzean Castle we are looking for energetic, cheerful, and hard-working individuals to join our amazing Food and Beverage team.

Previous experience would be advantageous, but is not essential, as full training will be provided.

We would love to hear from people who can interact with our guests and make them feel welcomed and valued from the minute they arrive until we wish them farewell. This role is vital in providing our guests with the best possible service in whichever food outlet they have chosen to visit and helping our visitors to create wonderful memories.

The role is varied and covers everything for taking orders to serving food and drinks to our customers, being the best barista or a hot-shot ice-cream scooper, but whatever you are doing you'll help us maximise all charity income opportunities through excellent customer service, product knowledge, following best working procedures and taking pride in everything we do.

Core hours will be the minimum hours available, with the opportunity to work additional hours to suit the needs of the business. Must have full flexibility and weekend availability, hours will be issued on a weekly rota basis.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

To provide a consistently high standard of visitor care at all times

- Line management of Visitor Services Assistants and volunteers
- Duty management and oversight/maintenance of the property
- Manage stock and orders within assigned budget to maximize income and meet budget targets.
- Welcoming all visitors to the site and processing their Food & Beverage purchase in a friendly, efficient and professional manner.

- Assist all visitors with queries relating to Food & Beverage purchases or experience
- Promoting National Trust for Scotland brand to include our Membership scheme, events, upselling other properties and any promotional campaigns, being proactive in the selling of Membership and Gift Aid.

To maintain excellent standards of site and personal presentation at all times

- Supervise the activities of a team of permanent and seasonal Visitor Service Assistants (VSAs), achieving excellent staff performance and motivation through effective induction, training, task-setting and coaching on front and back-of-house routines.
- Wearing correct uniform, name badges, or PPE as required.
- Ensuring site is ready to open and welcome visitors by the set opening time.
- The general ongoing operational cleaning of all areas as necessary; toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing when required.
- Reporting all instances of damage and wear and tear issues promptly to your line manager.
- Working in harmony with other departments; housekeeping, gardening, grounds maintenance and site repair employees/contractors.

Financial Responsibilities

- To adhere to all financial procedures to include till operation and banking and safeguarding of monies.
- To implement amendments to standard procedure as instructions may dictate.

Food & Beverage Duties

- To ensure good housekeeping of catering kitchens, serveries, front and back of house areas.
- To ensure that retail merchandising is in accordance with NTS policy.
- To assist in achieving site targets and KPI's.
- To actively upsell products and services to facilitate the visitor's enjoyment.
- To actively feedback visitor comments to line managers to develop and improve offer, service, operations.
- To work flexibly across departments and sites as needed.
- To assist with the set-up, stewarding and break-down of events in liaison with the hospitality coordinator.
- To assist with Hospitality events. Staff may be asked to work through into the night hours.

Health and Safety Responsibilities

- To ensure site meets with Health and Safety legislation in liaison with your department manager.
- To ensure that visitors vacate the site at close of business and that the site is secured at end of day.
- To use personal protection equipment as provided and directed by your line manager

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.

Skills, Experience & Knowledge

Essential

- Excellent “front of house” persona – warm, welcoming, patient, understanding.
- Demonstrable excellent time management skills and the ability to prioritise.
- Flexible, helpful outlook to customers and colleagues.
- The ability and willingness to understand others’ perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
- The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
- An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
- A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

Desirable

- Demonstrable experience in a catering based role, delivering impeccable customer care and food safety standards.
- Experience in EPOS style till operation.
- Excellent cash handling skills.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Living the values of the National Trust for Scotland and encourage colleagues to do the same.

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 22nd September 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"