

Role: Visitor Services Supervisor	Region: South and West
Reports to: Visitor Services Manager	Pay Band: Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
Location: Crarae Garden, Argyll PA32 8YA	Type of Contract: 40 hours per week, seasonal March - end October

PURPOSE OF THE ROLE

To provide operational coordination and supervision of catering, retail, visitor services, admissions and events in line with the Trust's policies, priorities, performance standards and targets to contribute to the enjoyment of the property by visitors and members, and help ensure commercial, financial, and conservation objectives are achieved.

The Visitor Services Supervisor at a Trust property plays a pivotal role ensuring that the management objectives are achieved through excellent customer service, and, with delegated responsibility for catering, retail, events and duty management is very often the "face" of the Trust to visitors and suppliers. As such, s/he directly influences public perceptions of the Trust and is crucial to developing and maintaining the property's local/national reputation.

KEY RESPONSIBILITIES

- Visitor services, admissions, events, catering and retail offer (including ordering, merchandising, sales targets);
- Maintain high standards of hygiene in the catering facility and ensure HACCP regulations are adhered to.
- Develop catering offer to encourage local trade
- Manage Catering stock take and wastage records
- Shared accountability for the sites KPI's
- Visual Merchandising and maintaining a high standard of stock display and shop housekeeping
- Duty Management and oversight/maintenance of the visitor centre
- Laise with garden teams
- Membership sales (to targets) and general customer service (individuals, education visits, other groups);
- Health & Safety procedures, emergency procedures, and environmental procedures;

- Deputising for the Visitor Services Manager on-site and off-site as required (including “duty management” of the wider site to include the car park and gardens).
- Ensure the property social media is managed to generate interest, engagement and help drive visitors
- Support the informal learning and community engagement / outreach activity
- Housekeeping, maintenance and safety and security of the Property and gardens
- Liaising with contractors on projects and works on site
- Ensuring sites are clear of debris, rubbish etc and that signage is befitting of a Trust property
- Public engagement on site whilst carrying out duties
- Co-ordination of travel trade and group bookings

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;
- Collation and reporting of visitor numbers

Supporting the Property/Department Manager with

- recruitment; induction; development; and management of all visitor services employees and volunteers such that they understand and are equipped to fulfil their roles to the standards required and that they feel valued, respected and supported.

SCOPE OF ROLE

People Manager

- Will have daily interaction with colleagues and members of the public of all ages and abilities
- Will have interaction with volunteers

Essential

- Previous supervisory experience
- Catering experience
- Cash handling experience
- Epos user
- A personal commitment to excellence in customer care with the ability to enthuse and motivate others
- Must be a very able and enthusiastic communicator, in particular verbally
- Must have a genuine understanding of and belief in the work of the NTS and demonstrate a keen interest in the organisation and its core values

- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona- warm, welcoming, patient and understanding, ability to communicate conservation works
- Excellent selling skills
- Demonstrable time management skills and the ability to prioritise.
- Ability to be proactive and to take initiative
- Ability to work within a team or independently, with minimal supervision and to a high standard
- Ability to be flexible, in particular to adapt to working patterns and tasks
- Strong organisational skills and ability to manage multiple tasks and prioritise
- Awareness and understanding of the security issues, both personal and property-specific
- Drivers licence

Desirable

- Previous experience or volunteer experience in tourism, catering or conservation sector
- Previous experience in a commercial environment
- An understanding of health and safety legislation and emergency procedures
- Proficient user of Microsoft Office software
- Experience in developing event/specialist talks
- Experience delivering public tours or talks
- First Aid
- Visual Merchandising experience

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, by Sunday 2nd March 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"