

Role: Visitor Services Supervisor – Retail	Region / Department: Highlands & Islands
Reports to: Visitor Services Manager – Retail	Pay Grade: Grade 3 Lower: £28,000 per annum
Location: NTS Glenfinnan Visitor Centre & Monument	Type of Contract: Full time, permanent (40 hours inc. 1hr paid breaks a day)

Your Role

Join the leadership team at Glenfinnan Visitor Centre and Monument, one of the National Trust for Scotland's most iconic sites, welcoming over 500,000 visitors a year. As **Visitor Services Supervisor – Retail**, you'll play a key role in creating exceptional visitor experiences, enabling our charity to generate the income that supports the conservation of this important site.

This role offers an exciting opportunity to use your retail expertise in a meaningful way, helping to share Scotland's stories and heritage. You'll lead a vibrant team, ensure smooth day-to-day operations, and inspire visitors to connect with Glenfinnan's history, all while achieving ambitious retail and customer service goals.

In this fast-paced environment, you'll use your creativity to enhance visitor engagement, maximise retail success, and support the Trust's wider mission of caring for Scotland's heritage and making it accessible to everyone.

Key Responsibilities

Lead and motivate a dynamic retail team:

- Supervise and inspire a team of permanent and seasonal Visitor Service Assistants (VSAs).
- Provide ongoing training and coaching, enabling the team to deliver exceptional service.
- Support the preparation of staff rotas to ensure our operation is effectively resourced.

Deliver exceptional visitor experiences:

- Lead by example to offer every visitor outstanding customer service, setting high standards for the team.
- Gather and respond to visitor feedback to continually improve the retail offer.
- Inspire visitors by sharing stories about Glenfinnan and the impact of their spending with our charity.

Drive sales and manage performance:

- Achieve retail income targets, contributing to an annual goal of > £1 million in sales.
- Create eye-catching and engaging displays to maximise sales opportunities.
- Nurture a culture of upselling and cross-promotion among all retail staff.
- Optimise stock management processes, including deliveries, inventory, and stock-takes.

- Monitor commercial performance, adjusting activities to capitalise on opportunities.

Support wider property goals:

- Act as a Duty Manager for the whole site, overseeing smooth and safe operations, including opening/closing and handling any on-site issues.
- Promote additional income streams, including memberships, donations, and food & beverage.
- Champion environmental sustainability in all activities, including energy use and waste disposal.
- Contribute photos, videos, and story ideas for social media and promotional materials.

What We're Looking For

Essential skills & experience:

- Proven experience or a qualification in retail leadership.
- Strong staff supervisory skills, with experience in motivating, training and coaching teams.
- A passion for delivering exceptional customer service.
- Visual merchandising expertise with an eye for presentation.
- Strong organisational skills and attention to detail.
- Proficient in Microsoft Office and comfortable using retail systems.

Desirable skills:

- First Aid certification (or willingness to train).
- Personal License holder.
- Current UK driving license.

What we offer:

- The chance to work at a world-renowned heritage site, surrounded by stunning scenery.
- A dynamic, fast-paced role with opportunities for professional development.
- Sociable hours, generous holidays and one-hour of paid breaks a day.
- The satisfaction of making a tangible impact by supporting the conservation of Scotland's heritage.
- A supportive and inclusive team environment.

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 5th 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"