

<b>Role:</b> Visitor Services Manager - Engagement	<b>Region / Department:</b> Highlands and Islands
<b>Reports to:</b> Operations Manager	<b>Pay Band:</b> Grade 4 Lower, £30,995 - £34,111 pro-rata, per annum
<b>Location:</b> Culloden Battlefield Visitor Centre	<b>Type of Contract:</b> Permanent / full time
<b>Note</b> <i>The post is subject to the standard terms and conditions provided with the application pack.</i>	

### **JOB PURPOSE**

You will be responsible for delivering a 5 star visitor experience at the Culloden Battlefield Visitor Centre. Delivering performance standards and targets to ensure enjoyment of the property by visitors and members is maximised and key commercial, financial and development objectives are achieved to make the property fully sustainable. You will be part of a broader management team responsible for delivering an overall visitor service strategy, promoting good communication across the site and a joined-up service provision for the whole cluster.

### **CONTEXT**

The Culloden Cluster includes Culloden Battlefield Visitor Centre, Abertarff House in Inverness and Hugh Millar's Birthplace Cottage and Museum in Cromarty

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Engagement 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 and that staffing budgets are adhered to.
- Support a Health & Safety culture across the property, ensuring the team work with the properties systems to reduce risk of incidents and accidents to volunteers, employees and visitors.
- Budgets - (phasing, monitoring, reporting, pro-active and re-active adjustments together with the Operations Manager and wider management teams) to ensure that the finances are sustainable within the context of the wider property budgets.
- Create a culture of 'exceptional service, every time'. Delivering high standards of delivery and a consistently warm welcome within the 5 star visitor experience.
- Driving the visitor services experience to achieve its financial targets, maximising income and profitability, using the Trust's procedures and instructions. You will strive to be efficient and ensure cost effectiveness in all the work you do.
- Taking responsibility for opening and closing and security of buildings as well as emergency procedure implementation, duty management and providing relief cover as required.
- This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Standard Disclosure.

## **Department specific – visitor experiences**

- Designing and developing tours and visitor experiences that engage visitors.
- Work closely with the Regional Curator to assist with the research, exhibition, presentation, and interpretation of collections and help protect the assets of the museum.
- Develop, and deliver a schools programme, including Early Years/Nursery and Tertiary
- Establishing visitor experiences which are relevant, socially inclusive engaging to all visitor groups
- Developing and managing all formal and informal learning experiences and play a “hands-on” role in delivering educational, interpretative, outreach and event programmes

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Qualifications**

#### Essential

- NVQ3/BTEC/City & Guilds/HND/Degree in a related subject or equivalent experience.
- Management experience within a museum, visitor attraction or hospitality industry.
- Ability to work ‘hands-on’ alongside the team members, demonstrating the customer service skills required of all staff.
- Proven experience of team building within and between departments.
- Has a solution focused approach and is able to act independently.
- Excellent presentation skills.

### **Experience**

#### Essential

- Have direct experience of managing visitor/commercial services in a heritage or tourist-attraction context.
- Possess excellent communication skills (written and oral).
- Computer literacy with excellent ability on MS software.
- Excellent leadership and influencing skills.
- Excellent understanding of report writing and financial management.
- Well-developed time management and organisation skills.
- Current driving license.

#### Desirable

- Current First Aid certification (or willingness to train and use).
- Significant experience of front-line interaction with customers.

**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](mailto:workforus@nts.org.uk), by Sunday 23rd February 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"