

<b>Role:</b> Visitor Services Manager – Food & Beverage	<b>Region / Department:</b> North East
<b>Reports to:</b> Operations Manager, Aberdeenshire North	<b>Pay Band:</b> Grade 4 Upper, £37,563 - £41,552 pro-rata, per annum
<b>Location:</b> Based at Pitmedden Garden  Aberdeenshire North Cluster  Castle Fraser, Fyvie Castle, Haddo House, Pitmedden Garden	<b>Type of Contract:</b> Permanent, full time, 40 hours per week, including regular weekend working

### **JOB PURPOSE**

Based at Pitmedden Garden, you will be responsible for the operational delivery of the Food & Beverage experience at Fyvie Castle, Haddo House, Pitmedden Garden & Castle Fraser (Aberdeenshire North Cluster).

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.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Driving the Food & Beverage department 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.
- Maintain high standards for the presentation and condition of all Food & Beverage outlets and catering spaces within the cluster, including maintaining all records, facilities and equipment in line with legislation and best practice.
- You will work closely with the sites Visitor Services team and will be responsible for the visitor experience on a day-to-day basis when they are not present.
- Create a culture of 'exceptional service, every time'. Delivering high standards of delivery and a consistently warm welcome on every occasion.
- You will ensure high standards of presentation across the properties; you may have delegated tasks within other departments and you will understand and help deliver your overall property business plan.
- Taking responsibility for opening and closing and security of buildings as well as emergency procedure implementation, duty management and providing relief cover as required across the cluster.
- 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;
- Instil a Health & Safety culture across the property, ensuring the team work within the property's 'Safe System of Work' 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) to ensure that the finances are sustainable within the context of the wider property budgets;

### **Department specific – visitor services**

- Managing visitor-related Food & Beverage areas, along with supporting wide team on sites, including a primary focus on delivery of operations at Pitmedden Garden;
- Ensuring that the longevity of the Trust's buildings and fittings are maximised through appropriate maintenance and/or replacement regimes;
- To ensure that the location meets statutory and company requirements of Health and Safety, Food Safety and Environmental legislations and procedures including Waste Disposal and Allergens.
- Adhering to the sale of alcohol legislation, being a Premises Manager.

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

### **Qualifications**

- NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience;
- Ability to work 'hands-on' – including in the kitchen – alongside the team members, demonstrating the customer service skills required of all our teams;
- Experience in a Food & Beverage or Hospitality environment;
- Intermediate Food Hygiene Certificate or above or willingness to train;
- Current driving licence.

**This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Basic Disclosure.**

### **Skills, Experience & Knowledge**

#### Essential

- Have direct experience of managing multi-strand visitor/commercial services in a hospitality, 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.

#### Desirable

- Current First Aid certification (or willingness to train and use);
- Hold a valid and recognised SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License

## **DIMENSIONS AND SCOPE OF JOB**

### Scale

- To ensure the planning, preparation, cooking, and presentation of food to the standards required by the Trust for a portfolio with estimated annual income target of more than £611K with budgeted expenditure of £434K – total transactional budget responsibility of £1,045m.
- Accountable for stock levels and making key decisions about stock control.
- Responsible for analysing sales figures and forecasting future sales.
- To conduct Food Safety and Health and Safety Risk Assessments and ensure that all standards and procedures with regards to Hygiene and Safety are established and maintained in line with the Food Safety Management Plan.

### People Management

- The post-holder will directly manage the Food & Beverage Visitor Services Supervisors across the Aberdeenshire North Cluster.
- The post-holder will also work alongside the senior team on each site and at times be required to cover Duty Management and undertake all reasonable duties in order to support the smooth running of all sites.
- The post-holder will support delivery of cluster led Operations Manager initiatives.
- The post-holder will work frequently with the following centralised departments: Buildings; Finance & IT Support; People Services and National Food & Beverage team.

### Finance Management

- The Operations Manager is the overall budget-holder, but the post-holder has devolved responsibility and accountability for the following budget activities: Food & Beverage Income.
- Is responsible for managing staffing costs across the sites, as per delegated budgets.
- Is responsible for stock management across the sites, as per delegated budgets.

### Key performance indicators and targets

- To monitor the work of the team and carry out appraisals ensuring that information is filed appropriately, with development plans that are actively used;

**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 16th 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"