

Role: Visitor Services Supervisor	Region / Department: Edinburgh & East
Reports to: Visitor Services Manager	Pay Band: Grade 3 Lower, £28,228 pro-rata, per annum
Location: Gladstone's Land	Type of Contract: Fixed term to 31 st October, 40 hours per week
COST CENTRE: 3GLL	ACTIVITY CODE: TRZ
<i>Variable work pattern, with regular evening and weekend work</i>	

JOB PURPOSE

To provide operational coordination and supervision of catering, retail, visitor services, and events at 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 AND ACCOUNTABILITIES

Supervising/undertaking the day-to-day operation of the property and environs to ensure an excellent customer/visitor experience. This includes supervision of:

Catering Operation

- Lead with menu development and the preparation and presentation of a high-quality food and drink offer.
- Ensure compliance with health and safety, food hygiene, food allergen, licensing and environmental health standards, completing all related record-keeping
- Accountable for cost-effective stock management, ordering, storage and wastage control.

Visitor experience

- Offer excellent customer service and ensure all members of the team do the same.
- Support property-wide targets for completion of visitor surveys to understand more about our visitors.
- Act as one of our duty manager team, responsible for ensuring a safe and smooth visitor operation, opening/closing the visitor centre, addressing issues and emergency procedure and providing relief cover, as required.

Line management of Visitor Services Assistants and volunteers

- Duty management and oversight/maintenance of the property
- Ensure the property social media is managed to generate interest, engagement and help drive visitors
- Support the informal learning and community engagement / outreach activity
- Ticketing & Membership sales (to targets) and general customer service (individuals, education visits, other groups)
- Security of the Property;
 - Ensuring the completion of cash/till reconciliation
 - Week-end reports and reconciliation

- Completion of banking and cash handling processes.
- Health & Safety procedures, emergency procedures, and environmental procedures;
- Deputising for the Visitor Services Manager / Operations Manager on-site and off-site as required
- Recruitment; induction; development; and management of all visitor services employees and volunteers such that they understand and are equipped to fulfill their roles to the standards required and that they feel valued, respected and supported.

Working closely with other managers across the Property to deliver a programme of visitor events, which increase visitor numbers, drive secondary spend and support overall Property targets;

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.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required (but see "Experience" below);
- A full, clean driving license for driving in the UK.

Skills, Experience & Knowledge

Essential

- Significant previous experience of working in an operations role in the hospitality industry – including supervision of staff and/or responsibility for specific activities;
- Previous event coordination/management experience
- Excellent customer service skills
- Excellent organisational, administrative and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands;
- Proven sales skills with the ability to achieve targets;
- The ability to think and act quickly when confronted with emergencies;
- Competent user of Microsoft Office products;
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Access to own transport.

Desirable

- Food Hygiene Qualification
- A formal qualification in Heritage Management, Hospitality, Tourism or Event Management

The Purpose, Context, Key Responsibilities, and Person Specification 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 20th April 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, "VSS – Gladstone's Land."