



Job Description

This job description may be amended from time to time dependent on job requirements and Service provision.

Section A

Post Title: Visitor Experience Supervisor

Location: National Wallace Monument

Reports to post (Title): Wallace Monument Duty Manager

Service: Economic Development & Culture

Grade: JE05

Eval Ref: A3490

Date: February 2022

Section B

Organisational Relationship

The Visitor Experience Supervisor role sits within Stirling Council's Economic Development & Communities Service, reporting to the Assistant Manager.



Section C

Principal Purpose and Objectives

This section lists the main (headline) responsibilities/accountabilities of the job.

- This role is responsible for welcoming visitors to The National Wallace Monument and providing visitor information. The post holder will provide excellent customer service to all visitors, ensuring up to date product knowledge including a strong understanding of the Wallace Monument as an attraction including the surrounding Abbey Craig and wider tourism businesses and experiences across Stirling.
- The Visitor Experience Supervisor will help drive retail, concessions, admissions, food and drink and promotional sales by ensuring products are promoted to customers and providing world class customer service at point of sale.
- The role will also be responsible for direct supervision of staff, supported by the Assistant Manager, on a regular basis as well as being a key holder.

Section D

Main Duties and Responsibilities

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. Note these are illustrative only and are not exhaustive.

- Delivering a world class welcome to visitors to the Wallace Monument through first class customer service.
- Providing proactive assistance and advice to ensure every customer has the best experience possible while visiting the Wallace Monument.
- Keeping all areas of the attraction clean and tidy, ensuring promotional, concessions, retail, food and drink products are promoted and displayed correctly and replenishing stock when necessary.
- To be the first point of contact for all customers entering the Visitor Attraction and enhance the customer experience.
- Continuously refreshing product knowledge including; the story of the Wallace Monument, retail, concessions, food and drink and promotional stock, which includes the wider Stirling tourism experiences.
- Supervising, maintaining and updating booking and retail systems.
- Supervising, maintaining recording systems related to sales and admissions accurately as directed by the management team.
- Process cash and card transactions ensuring that GDPR processes are followed at all times.
- Supervise the training of seasonal staff through leading by example and sharing knowledge.
- Supervise the retail and admissions activities such as stock taking and inventorying.
- Support Marketing & Communications colleagues by highlighting interesting stories and images that may be relevant to the promotions of the Wallace Monument.
- Any other customer service and attraction development work as appropriate to the grade including supporting events and activities.
- To comply with procedures and policies in relation to the Wallace Monument and Stirling Council.
- To liaise with team members and colleagues as appropriate.
- Key holder responsibility

- Assisting with front of house and other duties as requested by their line manager.
- Attend training sessions/briefings as and when required.
- To comply with the Equal Opportunities Policy.

Any other duties that commensurate with the grade and post.

Section E

Responsibility for Physical Assets, Data and Finance

This section details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data**, e.g. computers, record keeping, **finance** e.g. budget holding/monitoring/cash handling.

- With support from the Assistant Manager supervise staff with the below;
- Maintaining and updating booking and admissions systems.
- Keeping all areas of the attraction clean and tidy, ensuring products and displays are presented to the highest possible standard.
- Regular stock taking and inventorying as directed by the management team.
- Cash and card transactions.
- Assisting with food and drink sales.
- Reporting health and safety concerns through the appropriate forms and systems.
- Reporting faults and repairs required through the appropriate forms and systems.
- Key holder responsibilities.
- Opening and closing duties as required and set out on a rota
- Weekend work.

Section F

Communications Skills

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact, and explains the nature of the communication and level of skill required by the post holder.

- Supervisors will be front facing customer service assistants and will be required to;
- Deal with customers face to face
- Answer external calls and deal with enquiries appropriately
- Answering enquiry emails and deal with group booking enquiries.

Internal:

Supervisors will be require to communicate internally with other Stirling Council teams.

Section G

Mental Skills

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

- Supervisors will be required to be proactive when dealing with customers.
- Have the ability to problem solve whilst working in a fast passed environment
- Be highly motivated
- Supervisors will be required to adapt and respond positively to a variety of situations and people in order to meet changing priorities in the role.

Section H

Working Environment and Physical Effort

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions, plus any specific physical effort. Any need for out of hours working will be noted.

- All supervisors will be required to be physically fit due to the nature of the building.
- Duties will include – climbing 246 steps and cleaning exhibitions on a daily basis, in all weather.
- Stock control – moving stock from storage into shop which requires bending and lifting.
- Supervisors will be required to walk the Abbey Craig if required and need to be physically fit.
- General cleaning duties will be required
- Working conditions can fluctuate depending on the time of year – all year round working conditions are a requirement of the job.
- There may be a requirement to work out with the normal opening hours.

Section I

Knowledge and Skills

This section details the knowledge and skills including any qualifications, specific training or experience required.

Essential Criteria:

- Demonstrate good supervisor skills including the ability to use their own initiative and to face issues head on whilst maintaining positive relationships.
- To be customer focused at all times by being visible, approachable and quick to exceed expectations in fulfilling customer needs.
- Practical experience of supervising staff performance and motivating a diverse group to deliver excellent customer service.
- Excellent oral and written communication skills
- Excellent IT skills and confident in using Microsoft Word, Excel and emails.
- The ability to cope in a fast-paced working environment and the ability to work in all situations
- Retail experience – using EPOS, organising orders and deliveries
- A good knowledge of cash handling systems
- An understanding of Health and Safety requirements in a work place.
- The ability to work with a diverse range of people.