NATIONAL TRUST for SCOTLAND

Job Description October 2026

Role: Visitor Services Supervisor – Food and Beverage	**Region:** Highlands & Islands
Reports to: Visitor Services Manager – Food & Beverage	**Pay Grade:** Grade 3 - £31,055 Per Annum
Location: Glencoe Visitor Centre, Ballachulish, PH49 4HX	**Type of Contract:** Permanent. Full-Time, 40 Hours Per Week.

JOB PURPOSE

This is a fantastic opportunity to join our leadership team in the stunning Glencoe National Nature Reserve at our Visitor Centre, which welcomes hundreds of thousands of people from across the globe every year.

This is a chance to use your Food & Beverage expertise in a meaningful way. Our Visitor Services Supervisors play a pivotal role in creating exceptional visitor experiences and enabling our charity to generate the income that supports the conservation of this special place.

As one of two F&B Visitor Service Supervisors, you will be responsible for the smooth day-to-day catering operation at our busy Highland Coo Café, delivering our quality standards and performance targets, while ensuring we offer customers a memorable F&B experience.

You will lead by example, producing an enticing menu, recommending and upselling our range, and promoting complementary income-streams like retail, memberships and donations. You'll also help answer visitors' questions and share your enthusiasm for Glencoe's stories, the work we do and what their money is funding.

You will be an enthusiastic team player who can supervise, coach and motivate your staff. You will also be part of a broader duty management team, promoting good communication across the site and a joined-up visitor services provision.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Catering operation

- Contribute to menu development ensuring our café offering is appealing, profitable and sustainable.
- Lead with preparation, cooking, training and presentation of a high-quality food and drink offer.
- Ensure compliance with health and safety, food hygiene, food allergens, 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 catering 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.

People management

- Supervise the activities of a team of permanent and seasonal Visitor Service Assistants (VSAs), achieving excellent staff performance and motivation through effective induction, training, task-setting and coaching on front and back-of-house routines.
- Prepare F&B rotas and holiday allocation to meet business needs.
- Work closely with specialist advisory colleagues, i.e. our Trust-wide Catering Development team.

Finance Management

- Share responsibility for achieving an F&B budget of over £1,000,000 per annum.
- Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective profitable F&B operation.
- Supervise daily café till operations and perform end-of-day income reconciliation as a duty manager.
- Assist the F&B Manager with menu costing and stock-taking.

Performance indicators and targets

- Weekly, monthly and annual sales and cost of sales targets
- Food compliance standards and record-keeping
- Visitor enjoyment reviews and ratings from visitor surveys and visitor feedback
- Staff satisfaction from staff surveys

Tools / equipment / systems

- Access to laptop and relevant online people management, training, financial monitoring and stock ordering systems, including NTS intranet and Microsoft 365.
- EPOS tills and chip and pin machines.
- Fully equipped commercial catering kitchens.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications & knowledge

- Level 2 Intermediate Food Hygiene Certificate or above
- Current driving license

Desirable…

- Qualifications in Catering, Hospitality, Tourism or Event Management
- Current First Aid certification (or willingness to train and use)

- SQA recognized personal license.

Experience & skills

- 'Hands on' working in a busy catering and sales environment, ideally in a visitor attraction setting
- Excellent leadership and influencing skills, supervising and supporting staff on a daily basis
- Enthusiasm for preparing and serving high quality food and drink.
- Passion for and ability to demonstrate the exceptional customer service required of all staff.
- Confident communication skills (written and spoken)
- Computer literacy and familiar with Microsoft software
- Experience with cash handling, monitoring, and interpreting financial data.
- Strong time management and organisation skills
- Ability to be proactive and to take initiative.
- Understanding of and belief in the work of the National Trust for Scotland

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.

HOW TO APPLY

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 27th December 2026.

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 Food & Beverage - Glencoe"