

## Job Description

<b>Role:</b> Visitor Services Supervisor	<b>Business</b> North East
<b>Reports to:</b> Visitor Services Manager - Operations	<b>Pay Band/Starting Salary:</b> Grade 3 Lower £26,844 - £28,684 Pro Rata per annum
<b>Location:</b> Pitmedden Garden	<b>Type of Contract:</b> Seasonal April – October 32 hours per week Variable Days dependant on property requirements with regular weekend working

### **PURPOSE OF THE ROLE**

As the Visitor Services Supervisor based at Pitmedden Garden, you are on the front line delivering the income that allows the National Trust for Scotland to look after Pitmedden Garden.

Your role will provide world-class customer service; ensuring the commercial offering is presented to the highest possible standard both in terms of product display and amazing visitor experience in welcoming our guests, promoting membership, helping deliver unforgettable events, holiday accommodation and excellent food & beverage offering in our tearoom in accordance 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 visitor services, events and duty management and is very often the "face" of the Trust to visitors and suppliers. As such, they directly influences public perceptions of the Trust and is crucial to developing and maintaining the property's local/national reputation.

This role will further develop and drive hospitality in its corporate and commercial capacity whilst maintaining and enhancing access to all through educational and family events.

The successful candidate will be expected to work long and unsociable hours on occasion to achieve tough financial objectives. They will be outgoing, assertive, and approachable with a flair for innovative ideas.

### **KEY RESPONSIBILITIES**

- Undertake the coordination of the induction/ongoing training of staff and volunteers on all front-of-house procedures, customer care and stock management (delivery processing, record keeping and day to day trading procedures, etc.)
- Cash reconciliation
- To support in creative merchandising of shop displays and ensuring shop displays are consistently delivered to the highest standard.
- Delivering a high level of customer service and inspiring team members to adhere to high customer service standards across our commercial offering
- Delivering and completing stock takes and stock counts accurately
- Being a leader within the team and taking a proactive approach to problems
- A passion for product and best in class product knowledge

- Delivering and supporting all aspects of stock management: ordering, receipting deliveries, and dealing with delivery discrepancies
- Management of ticket / membership sales and admissions
- Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust's Health, Safety and Environment policies and guidelines. This includes working within the property's "Safe System of Work" (the system for managing Health & Safety).
- Duty management responsibilities on a rota basis with other members of the management team

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out.

## **SCOPE OF JOB**

### People Management

- Line manager with supervisory and leadership role within the site team
- Will work closely with other property colleagues and will also have regular contact with specialist advisory colleagues based in other locations and departments).
- Will have daily interactions with members of the public of all ages and abilities
- Position will play an important role as part of the properties senior operational team

### Finance Management

- Not a budget-holder but will be expected to take responsibility for effective management of Trust resources in the allocated areas
- Share Till Reconciliation Duties with other team members
- Assist with stocktaking and delivery discrepancies
- To assist with accurate stock control procedures (write-off/wastage etc.)

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

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

### Essential:

- Ability to work within a team or independently, with minimal supervision to a high and safe standard.
- Excellent interpersonal and communication skills.
- Ability to lead in a busy and diverse environment with a focus on customer service and be prepared to be hands-on in the day to day running of a busy visitor attraction.
- Previous experience in a busy heritage or commercial environment, in a supervisory role.
- Ability to be flexible, in particular to adapt working patterns and tasks to meet day-to-day variations in retail and property needs.
- Competent user of Microsoft Office Products.

### Desirable:

- Experience with cash handling/working with financial data.
- Experience of merchandising retail displays, or willingness to undertake training
- Intermediate Food Hygiene Certificates or willingness to undertake training

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 their 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 23<sup>rd</sup> 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"