

Role: Visitor Services Supervisor	Region / Department: South & West
Reports to: Visitor Services Manager, Robert Burns Birthplace Museum	Pay Band: G2 Upper £26,757 pro- rata/ £12.86 per hour
Location: Bachelors Club, Tarbolton	Type of Contract: Seasonal, 6 months (April – September) 16 hours per week
COST CENTRE: 3BAC	ACTIVITY CODE: VSZ

JOB PURPOSE

To provide operational coordination and supervision of retail, visitor services, and events at the Bachelors Club, in line with the Trust's policies, priorities, performance standards and targets. Contribute to the enjoyment of the property by visitors and members, ensuring 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, is very often the “face” of the Trust to visitors and suppliers. As such, they directly influence public perceptions of the Trust and is crucial to developing and maintaining the property's local/national reputation.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Responsible for a wide variety of duties in connection with the presentation, operation, cleanliness, and maintenance of the property.
- Cash handling, reconciliation and carrying out banking duties.
- Maintaining the highest standard of customer experience following the principles of “Exceeding Visitor Experience” training and ensuring we achieve a grading under the new awards systems, rolling out summer 2025.
- Monitoring Trip Advisor, providing responses and actions to address any negative feedback.
- Promoting and encouraging visitors to complete visitor surveys at the property or gathering contact details for survey at a later date.
- Achieving financial targets in respect of admissions, retail, and membership sales
- Responsible for the retail stock, sales, and stock management in conjunction with the Retail Supervisor at RBBM.
- To promote membership of the National Trust for Scotland.
- Work closely with other managers across the Burns portfolio to deliver a programme of visitor events which increase visitor numbers, drive additional spend and support overall property targets.
- Responsibilities also involve maintaining the security of the property and its contents, keeping the building clean and functional, following best practice at all times.
- Sharing in the common responsibility of implementing the Trust's “Health & Safety Policy”, being mindful at all times of the health and safety of self, staff, volunteers, and visitors.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- No formal qualifications required.

Experience

Essential

- Excellent communication and influencing skills.
- A friendly communicative manner, flexible, willingness to accept responsibility, and ability to work on their own.
- Flexibility and versatility to meet the varied demands of the role
- Initiative and the ability to work responsibly without supervision, but also as part of a team.
- Personal commitment to high standards of presentation
- Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland
- Experience of cash handling
- Experience in dealing with the public.
- Willingness to receive further training.

Desirable

- Volunteer management experience in the heritage sector including experience of recruiting and training
- Previous guiding experience in 3-star visitor attractions, Museum, etc.

DIMENSIONS AND SCOPE OF JOB

Scale

- ♦ Responsible for the day-to-day management of the Bachelors Club, typically welcoming around 600 visitors and an income of £1500.

People Management

- Line managed and supported by RBBM Operations Manager. Will also work closely with other property colleagues, particularly the RBBM Visitor Services Manager and Events Manager, and will interact with other technical/specialist advisory colleagues based in other locations and departments.
- Recruitment and management of property volunteers

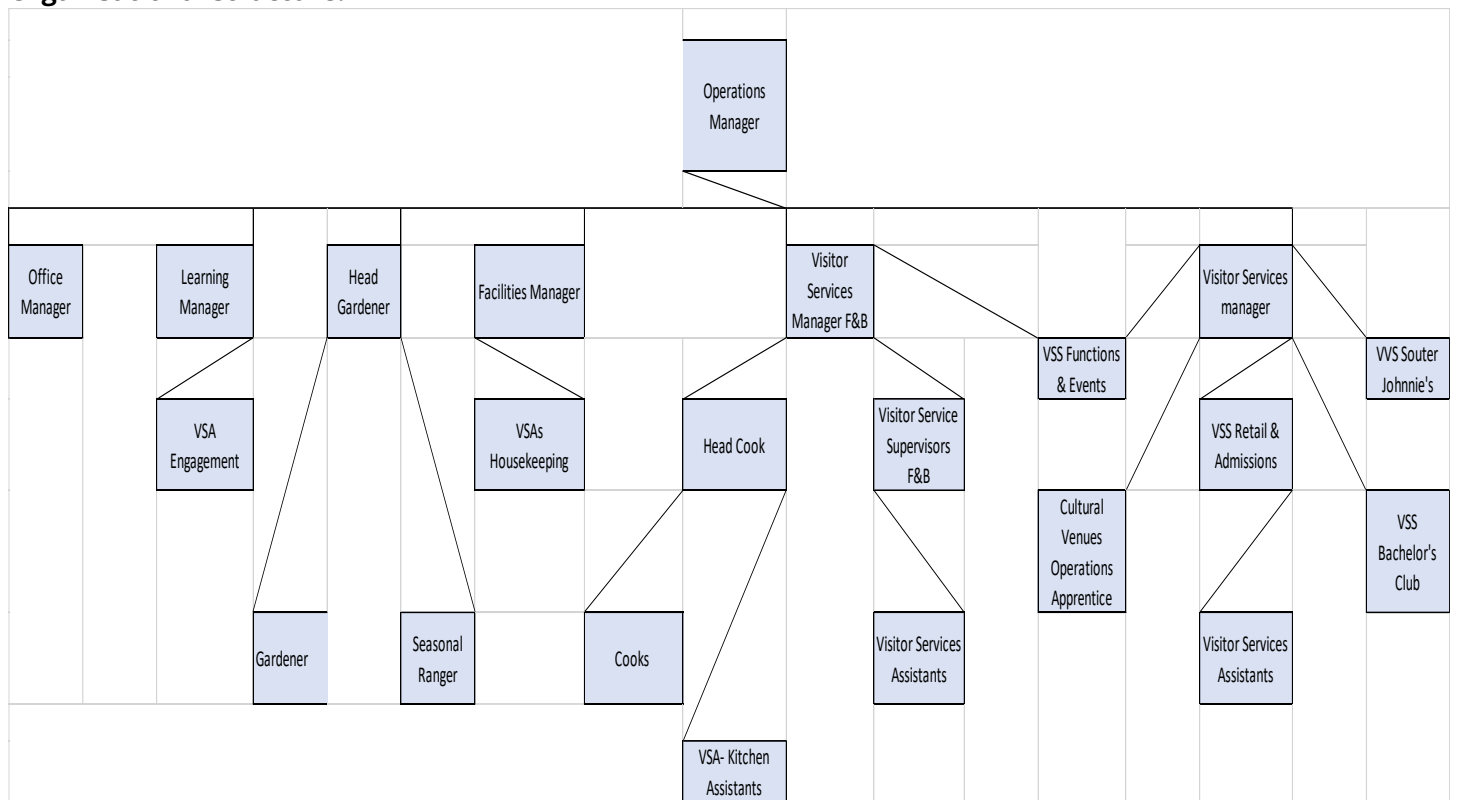
Finance Management

- Not a budget holder
- Cash handling and banking.
- Sales targets and delegated budget responsibility

Tools / equipment / systems

- This may include use of ladders, stepladders, working at heights, lifting, fetching, and carrying objects.
- Will be a frequent user of cleaning materials and tools. The postholder is required to attend the Trust's training programs to maintain and improve on their technical skills.

Organisational structure:



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 23rd 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"