

<b>Role:</b> Visitor Services Supervisor (VSS) - Estates	<b>Region / Department:</b> Highlands & Islands
<b>Reports to:</b> Operation Manager – Inverewe	<b>Pay Band:</b> Grade 3 Lower - £28,228 - £30,118
<b>Location:</b> Inverewe/Corrieshalloch	<b>Type of Contract:</b> Full-Time, Permanent
<b>COST CENTRE</b> 3COR/3INE	<b>ACTIVITY CODE:</b> CYZ

### **JOB PURPOSE**

This job exists to support the Operations Manager (Inverewe and Corrieshalloch) in ensuring that the Trust's sizable landholdings comprising Inverewe Estate (55,000 acres) and Corrieshalloch Gorge, are managed sustainably, are fully legally compliant, are maintained for public access, and are commercially active.

### **KEY RESPONSIBILITIES**

- Develop commercial opportunities across the estate by managing assets such as woodlands, grazing, and car parks by identifying new initiatives for increasing revenue.
- Oversee public access to the estate by appraising the condition of footpaths, gates, and vehicular thoroughfares, commissioning when necessary external suppliers to repair and maintain the estate's infrastructure.
- Collaborate and communicate with stakeholders (e.g., tenant farmers, grazers, Forestry Commission, Historic Environment Scotland, Scottish Natural Heritage, Scottish Power, Scottish Water, etc.) their activities on Trust properties.
- Recruit and lead teams of conservation volunteers, providing full training and orientation, and develop and execute meaningful projects and activities for them to complete. This will involve engaging with children and vulnerable adults.
- Coordinate cyclical maintenance of boundaries (e.g., fences, dykes, ditches, hedgerows, etc.), pursuing best practice depending on the type of boundary so as to maintain the historical character of the estate by overseeing closely the work of external contractors, volunteers, and students.

- Instill a Health & Safety culture across the estate, ensuring that colleagues, volunteers, and external contractors work within the property's 'Safe System of Work' to reduce risk of incidents and accidents to volunteers, employees and visitors.
- Assist the visitor services team with visitor management and interpretation on the estate, facilitating the guided walk programmed, school visits, and contributing articles for the website, and property-specific social media.
- Respond to emergencies across the estate (e.g., tree fall, flooding, breached boundary, etc.) by providing a timely response and reasonable solution in line with Trust policies and responsibilities.
- Report regularly to the Operations Manager any opportunities and risks to the Trust's countryside activities in the region, provide shared access to a well-maintained digital archive of relevant documentation, collaborating and advising colleagues as and when required.
- Taking responsibility for opening and closing and security of buildings as well as emergency procedure implementation, duty management, providing relief cover as required and responding to out of hours duty manager call outs.
- Manage as required all formal and informal learning programmes across the operation, developing and delivering curriculum linked learning programmes for schools to include both indoor and outdoor learning.
- Assist the operations manager with the recruitment, training and performance of all Corrieshalloch ambassadors and other volunteer roles as and when the need arises.
- Collaborate successfully with all other managers on site to ensure the successful running of all the other customer touch points of Corrieshalloch, car parks, visitor Centre, path network, viewpoint and bridge

This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role involves regulated work with children and vulnerable adults

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

### **Qualifications**

#### **Desirable**

- Diploma or equivalent in estate management or Level 3 Diploma in Land Based Services (007603 City & Guilds)
- Chain-saw certificates CS30 & CS31.
- Driving License, valid for driving within the UK including, if age relevant, Category E entitlement to tow trailers,

#### **Essential**

- Experience within a heritage or tourist attraction.
- Excellent interpersonal and communication skills; confident in interacting and dealing with a wide range of people; and able to represent the Trust
- Good organizational and time-management skills – including the ability to priorities work where necessary
- Competency and self-sufficiency in use of IT (email, internet, word-processing, spreadsheets, databases).

## **DIMENSIONS AND SCOPE OF JOB**

### **Scale**

- Corrieshalloch and Inverewe Estate comprises over 55,000 acres of woodland, wetland, mixed grazing, listed bridge and tenanted small holdings. The estate maintains over 60 miles of boundaries, including wire fences (17 miles), hedgerows (5 miles), drainage ditches (10 miles) and dykes (8 miles, some of historic value).

### **People Management**

- Is a line manager and Is expected to recruit and manage teams of seasonal rangers and conservation volunteers, facilitate work placements and apprenticeships.
- Will work closely with other operational colleagues and will have some interaction with other technical/specialist advisory colleagues based in other locations and departments.
- Will have regular (daily) interaction with members of the public of all ages and abilities.
- Will have frequent interaction with suppliers and contractors.

### **Finance Management**

- Has delegated management of the estate and conservation budgets and works alongside the budget holder (Operations Manager) to deliver this. (Circa 100k)
- Is responsible for managing staffing costs within the departments as per delegated budgets. (Circa 100k)
- Will be expected to effectively negotiate costs with external contractors and monitor spend associated with projects across the estate so that they come within budget.
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#### **Tools / equipment / systems**

- Access to desktop PC and relevant IT systems, i.e., standard NTS management systems including Intranet, share point, teams, Core HR, CRM, EPOS, and dynamics
- Will be a frequent user of driven vehicles such as tractors, ATVs, ride-on mowers and vans.
- Will be a frequent user of powered tools such as strimmer's, hedge-cutters, etc.

#### **Key performance indicators and targets**

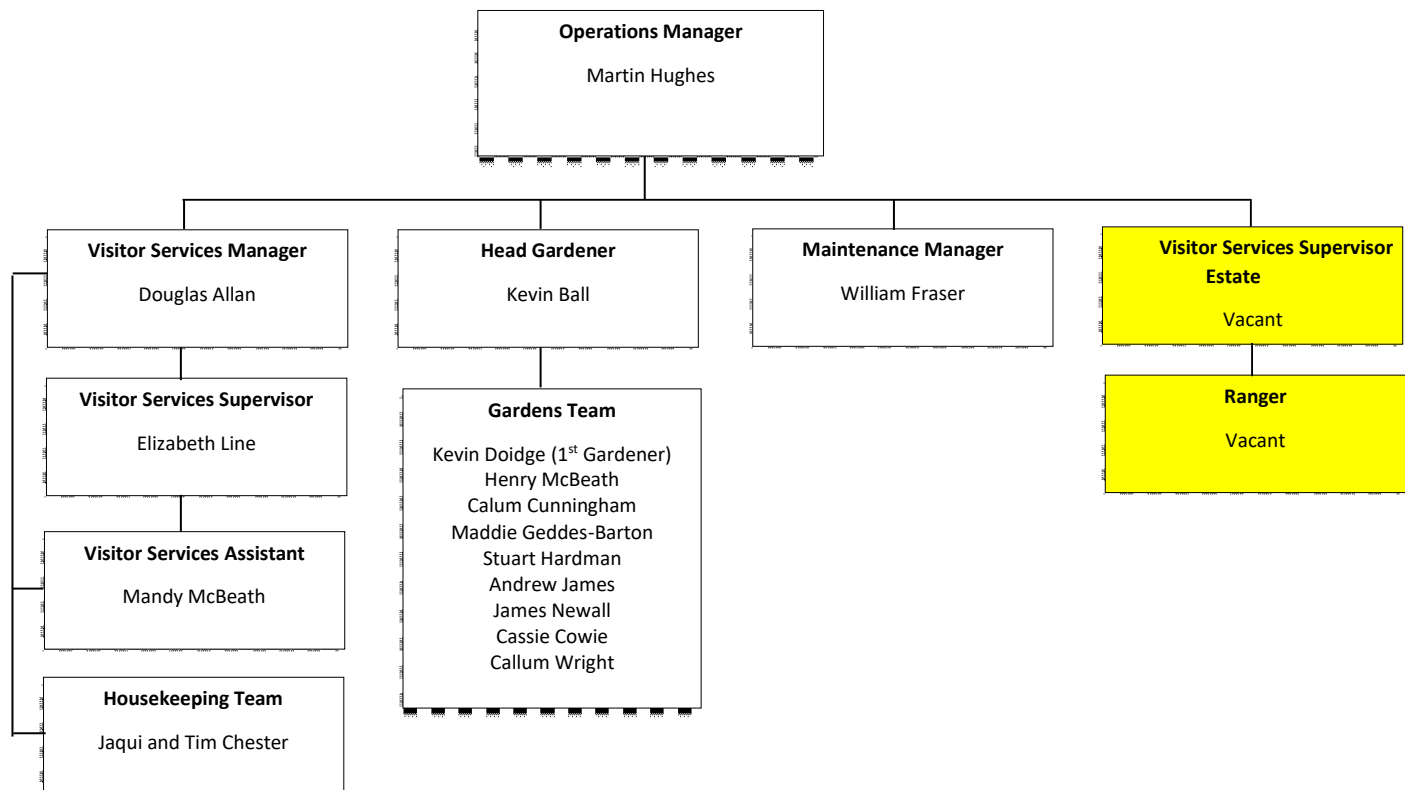
- The post-holder will be expected to meet KPIs associated with any estate activities in terms of revenue; targets to be set quarterly.
- Meeting the target footfall to the property is considered a shared responsibility across all teams.
- Commercial KPIs: top and bottom-line contribution across, car park and donations.
- People KPIs: Employee engagement score, Volunteer engagement score and response rates across both populations
- Customer KPIs: Google and Trip advisor reviews. Customer feedback surveys both centrally driven and local

#### **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 Friday 30<sup>th</sup> May 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 – Inverewe/Corrieshalloch."

## Place in organizational structure



Clea Warner (General Manager H&I)

Martin Hughes (Operations Manager Inverewe Garden, Estate and Corrieshalloch Gorge)

Visitor Service Supervisor Estate (Corrieshalloch and Inverewe Estate)

**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 a completed application form to the People Department by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), on 28/2/22