

<b>Role:</b> Visitor Services Supervisor – Castle	<b>Region:</b> South and West
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band:</b> Grade 3 Lower, £28,228 to £30,118 pro rata, per annum
<b>Location:</b> Culzean Castle and Country Park, Maybole, KA19 8LE	<b>Type of Contract:</b> Fixed-Term Until November 2025 24 Hours Per Week (3 out of 7 Including Weekends)
<b>COST CENTRE:</b> 3CUZ	<b>ACTIVITY CODE:</b> VSZ

### **PURPOSE OF THE ROLE**

Culzean Castle is one of Scotland's most loved castles, as one of the Visitor Services team within the castle, you'll ensure that all visitors receive an excellent visitor experience and leave feeling inspired by this magical place. This will be achieved through being welcoming; engaging and knowledgeable; prepared to answer visitors' questions about objects, stories of the castle and its family and the NTS.

The role involves some physical activity and will include standing for periods of time and/or walking through the building during guided tours. Due to the historic nature of the building physical access from the upper levels in the event of an emergency is currently only by stairs.

### **KEY RESPONSIBILITIES**

- Shared responsibility for the Line Management of the Castle Team and Volunteers
- Responsibility for the Castle opening and closing procedures as a key holder
- Sharing the benefits of Membership with ticket holders and always actively looking at innovative and interesting ways to encourage Membership recruitment.
- Ensure the highest level of customer service ensuring all visitors receive an excellent visitor experience
- Maximise visitor enjoyment and understanding of the property through engaging visitors with the history of Culzean and the Kennedy family
- Delivery of a broad range of high-quality guided tours and talks about Culzean for the general public and organised groups
- To deliver a range of engaging school workshops, for all ages and abilities
- Enhance the visitor experience through use of third person costumed interpretation, object handling and cookery demonstrations where applicable
- Be mindful of security needs of the property and its contents, minimising opportunities for theft or damage through diligent monitoring of visitors and the implementation of security measures (e.g. locking up procedures etc.)
- Be aware of the conservation needs of the property and its contents and minimise the risk of accidental damage through engaging with visitors and the implementation of appropriate conservation measures
- Share in the common responsibility of implementing the Trust's Health & Safety policy, being mindful at all times of health & safety of self, staff, volunteers, and visitors
- Share in the common responsibility for the safe evacuation/management of colleagues and visitors in the event of a fire or security alert or alarm

## **SCOPE OF ROLE**

### **People Management**

- Shared Line management of up to 12 Castle Team Members and 20 Castle Volunteers
- Will have daily interaction with members of the public of all ages and abilities

### **Financial Management**

- Not a budget holder.

### **Essential**

- 1-2 years supervisory experience in a Museum/Gallery setting
- A personal commitment to excellence in customer care with the ability to enthuse and motivate others
- Genuine belief in the value of good customer service.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Sound working experience dealing effectively with a wide range of people in a public situation
- Must be a very able and enthusiastic communicator, in particular verbally
- Excellent front of house persona - warm, welcoming, patient and understanding
- When required, leading engaging and informative tours of the Castle for visitors and school groups
- Ability to be proactive and to take the initiative
- Demonstrable time management skills and the ability to prioritise
- Experience of working with People Management systems and creation of rota's
- Experience of working with volunteers
- Strong organisational skills and ability to manage multiple tasks and prioritise
- Ability to be flexible, in particular to adapt working patterns and tasks as required
- A keen interest in the National Trust for Scotland, its core values and a belief in the work that they do
- Enthusiasm for Scottish heritage and in particular family history and history of art/architecture
- An awareness and understanding of the careful approach required when working with fragile historic interiors and collections
- Awareness and understanding of the security issues, both personal and property-specific
- Excellent selling skills for NTS Memberships and Guidebooks
- Cash handling experience
- Epos user

### **Desirable**

- Previous experience or volunteer experience in museum, tourism or conservation sector
- An understanding of health and safety legislation and emergency procedures
- Proficient user of Microsoft Office software
- Experience in developing event/specialist talks
- First Aid

The Key Responsibilities, and Scope of Role 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.

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## **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](mailto:workforus@nts.org.uk) by Friday 18<sup>th</sup> July 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 Castle - Culzean"