

Role: Head Ranger/Property Manager	Region / Department: S&W Region / Glasgow & Ben Lomond Cluster
Reports to: Operations Manager, Glasgow & Ben Lomond	Pay Grade: Grade 4 Upper (£37,563 - £41,552)
Location: Ben Lomond Ardess Lodge, Rowardennan, G63 0AR	Type of Contract: Permanent, Full Time, 40 hours per week

JOB PURPOSE

This is an exciting and dynamic leadership role, offering the opportunity to shape the future of one of Scotland's most treasured landscapes.

As Head Ranger and Property Manager, you will be responsible for the delivery of the Ben Lomond vision and management plan. Acting as the first point of contact and main local representative, you will embody the values of the National Trust for Scotland in this area. As a strong communicator and team leader, you will inspire trust and confidence in the organisation and its objectives. You will manage and motivate staff and volunteers, drive activities that keep the National Trust for Scotland at the forefront of upland conservation management and visitor engagement.

A key part of your success will come from building strong relationships with local stakeholders and being a voice for the Trust in conservation and management of this popular landmark.

In addition to estate management, you will also oversee the commercial operations of the Ardess bunkhouse and wider team working across the site.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Management of Ben Lomond, the islands of Bucinch and Ceardach ensuring the conservation and enhancement of their significant natural and cultural heritage.
- Maintain and develop visitor infrastructure such as paths, car parks and interpretation in effective and safe condition.
- Manage the Ardess Bunkhouse as a commercial venture and as a volunteer base for work programmes.
- Oversee and deliver visitor engagement to ensure their visits are as inspiring, memorable and accessible.
- Plan, manage and deliver the operational budgets, maintaining full compliance with legal and Trust requirements.
- Strengthen financial sustainability through assessing and monitoring costs, identifying efficiencies and developing new opportunities for income.

- Lead and support the site team, currently including Ranger, Property Secretary/Cleaner/Housekeeper, Seasonal Ranger, Seasonal Visitor Services Assistant and volunteers.
- Build and maintain good working relationships with partners and stakeholders including LLTNP, NatureScot, graziers and licensees, neighbouring landowners and the local community.
- Promote wider understanding of the Trust's work and the value of supporting its mission
- Respond to out of hours call outs for the Ardess bunkhouse as required.
- Recruit, induct, develop, motivate, and performance manage staff and volunteers to ensure they are equipped and motivated to undertake their duties to the required Trust standards, while maintaining staffing budgets.
- Instil a Health & Safety culture across the property, ensuring the teamwork within the properties' 'Safe System of Work' to reduce risk of incidents and accidents to volunteers, employees and visitors.
- Ensure the Trust's core aims are achieved namely, conservation, access and memorable visitor experiences for all visitors.
- Support the Operations Manager to develop and foster local-level stakeholder and client relationships specific to the properties.
- Ensure that lifelong learning is developed and promoted at the property through the visitor experiences we offer.
- Raise the profile of the property through local, regional and national marketing initiatives and social media.
- Take responsibility for building security, opening/closing procedures, emergency procedure implementation, duty management, and providing relief cover as required.

Deliverables

Conservation

- Ensure land use across the property is constantly developing and contributing to the Trust's conservation aims on the property.
- Work in partnership with the Loch Lomond & The Trossachs National Park to achieve common goals in nature conservation and engagement.
- Enhance the condition of the property's habitats through management that supports the Trust's priority species and habitats in our Plan for Nature.
- Safeguard the cultural heritage of Ben Lomond through good recording, knowledge and integration with nature conservation and land management work across the property.

Engagement

- Provide visitors with a welcoming and informative first impression at Rowardennan car park, offering opportunities to engage with the Trust and improve their enjoyment of the property.
- Deliver a Ranger service that works with visitors and volunteers to facilitate access and enjoyment of the property and enrich awareness and appreciation of the work of the Trust.
- Promote the cultural heritage of the property through promotion of the Ardess Hidden History Trail and collective interpretive offering at Ardess.
- Build a strong understanding of the property's visitors and wider communities connected with Ben Lomond.
- Proactively engaging with partner organisations and stakeholder groups to enhance shared benefits and achieve common management goals.

Sustainability

- Manage land sustainably with agreed conservation objectives for habitats and landscape across the property.
- Advance environmental sustainability at the property, understanding energy usage and exploring the renewable energy potential of the property.

People and Processes

- Inspire and support staff in delivering sensitive land management through training and skills development, with support from specialist staff.
- Maintain a resilient and flexible bunkhouse operation that supports ongoing commercial activity, financial sustainability and an enhanced visitor experience.
- Foster a strong culture of volunteering to support staff in caring for the property
- Balance conservation and landscape protection with visitor safety to ensure a safe environment for visitors as far as is possible within a largely wild, upland environment.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Significant practical experience in nature conservation land management
- Good knowledge of upland nature
- Relevant experience of visitor management
- Knowledge of the natural and cultural heritage of the Loch Lomond area
- Managing a staff/volunteer team
- Financial and operational management experience
- Legal compliance and health and safety
- Confident writing and reporting skills
- Personable, open-minded with good people skills
- Good partnership working and communications skills
- Driving Licence, valid for driving within the UK
- Computer literate

Desirable

- Degree or equivalent in relevant natural science subject
- Experience in Ecological and/or archaeological fieldwork and research
- Building restoration and maintenance
- Summer Mountain Leadership Award
- Deer stalking experience.
- Stock handling experience.

DIMENSIONS AND SCOPE OF JOB

Scale

- The Head Ranger/Property Manager will be accountable for management of footpaths and hillside of c.50k visitors annually. Accountable for conservation, sustainability,

visitors and an income generation of c. £55k per annum, with the intention to realise growth year-on-year

- Responsible for management of 2,190ha of land.
- Responsible for conservation and compliance of land in relation to SSSI and National Park obligations etc.

People Management

- Manage both full time, seasonal staff and volunteers across the properties
- Delivery of cluster-led Operations Manager initiatives.
- Work frequently with the following centralised departments: Conservation, Buildings, Finance & IT Support, Human Resources, estates and regional teams

Finance Management

- Devolved responsibility and accountability for the following budget activities: admissions & membership; property income, retail & plant Sales; catering operations; holiday cottage accommodation and agreed annual expenditure on development activities
- Responsible for managing staffing costs within the property as per delegated budgets.

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 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 Friday 7th November 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 – “Head Ranger – Ben Lonond”