

Role: Visitor Services Manager	Region / Department: South and West
Reports to: Operations Manager	PAY BAND: Grade 4 Upper - £37,563 - £41,552
Location: The Hill House, Upper Colquhoun St, Helensburgh G84 9AJ	Type of Contract: Full-Time, 40 Hours Per Week. Fixed-Term to March 2030.
COST CENTRE (e.g.:3CUZ): HIH <i>Please note this is required so the People Team can correctly allocate this role to the relevant cost centre.</i>	ACTIVITY CODE (e.g.: VSZ): PMZ <i>Please note this is required to allow the system (PeopleXD) to allocate the salary to the correct centre.</i>

JOB PURPOSE

You will be responsible for the operational delivery of the visitor experience at The Hill House and Geilston Garden. Delivering performance standards and targets to ensure enjoyment of the property by visitors and members is maximised and key commercial, financial and development objectives are achieved to make the property fully sustainable. You will be part of a broader management team responsible for delivering an overall visitor service strategy, promoting good communication across the site and a joined-up service provision.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Staff and volunteers - (recruitment, induction, development, motivation, performance management) such that they are fully equipped and motivated to undertake their duties to the required Trust standards and that staffing budgets are adhered to;
- To be responsible for instilling, monitoring and reporting a Health & Safety culture across the properties, ensuring the team work within the Trust's policies and procedures to reduce the risk of incidents and accidents to volunteers, employees and visitors.
- Budgets - (setting, phasing, monitoring, reporting, pro-active and re-active adjustments together with the Operations Manager) to ensure the finances are sustainable within the context of the wider property budgets.
- Create a culture of 'exceptional service, every time'. Delivering high standards of delivery and a consistently warm welcome within the heritage experience as well as the retail and catering departments.
- Driving the visitor services experience at the Hill House and Geilston to achieve its financial targets, maximising income and profitability, using the Trust's procedures and instructions. You will strive to be efficient and ensure cost effectiveness in all the work you do.
- To develop and deliver an engaging, financial sustainable and diverse events programme across both sites.
- To deliver a high-quality holiday let experience at Geilston Garden. To ensure the booking, stay and turnover of guests is delivered and maintained to the highest standard.
- Responsible for the sourcing, onboarding and management of contractors on site whilst adhering to the Trust's policies and procedures.

- Ensure high standards of presentation across the property, working with other departments to ensure the delivery of the property business plan.
- To assist the Regional Conservator and Curator to maintain and deliver the highest standards of conservation care to the properties interiors and collections by managing and monitoring the collections care team and ensuring all relevant policies and procedures are adhered to.
- Taking responsibility for the security of the buildings, emergency procedure implementation and the opening and closing of the sites.
- Duty Management responsibilities and providing relief cover as required
- This role is one for which the duties, responsibilities and accountabilities require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland, as this role involves regulated work with children.

Department specific – *visitor services*

- Managing visitor-related buildings and facilities (e.g. retail and admissions building, catering area, holiday accommodation).
- Ensuring the longevity of the Trust's buildings and fittings are maximised through appropriate maintenance and/or replacement regimes;
- To ensure the property meets statutory and company requirements of Health and Safety, Food Safety and Environmental legislations and procedures including Waste Disposal and Allergens
- Adhering to the sale of alcohol legislation, being a Premises Manager.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience;
- Ability to work 'hands-on' – including in the kitchen/retail and admissions areas – alongside the team members, demonstrating the customer service skills required of all staff.
- Hold a valid and recognised SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License (or be willing to obtain one on appointment)
- Hold a valid Drivers licence and have access to your own private vehicle.

Desirable

- Current First Aid certification (or willingness to train and use).

Experience

Essential

- Have direct experience of managing multi-strand visitor/commercial services in a heritage or tourist-attraction context;
- Possess excellent communication skills (written and oral)
- Computer literacy with excellent ability on MS software;
- Excellent leadership and influencing skills;
- Excellent understanding of report writing and financial management;
- Well-developed time management and organisation skills.
- Experience in a retail and sales environments
- Experience in a catering environment
- Line management experience

Desirable

- Current First Aid certification (or willingness to train and use).
- Multi-site management experience.

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.

How to Apply

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Department, The National Trust for Scotland, by email via workforus@nts.org.uk, by Sunday 15th February 2026.

- Please ensure your CV includes your full name and contact details
- The CV file sent to us should be titled with 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 "VSM – Hill House"