

<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> 14 hrs per week (2 days from 7 – Sundays and Mondays) Fixed term until 1 <sup>st</sup> November 2026
<b>COST CENTRE:</b> 3CUZ	<b>ACTIVITY CODE:</b> VSZ

### **PURPOSE OF THE ROLE**

As part of the Visitor Services team at Culzean Castle and Country Park, the Visitor Services Supervisor plays a key role in ensuring every visitor enjoys and exceptional, engaging, and safe experience. You will support the day to day running of the Castle, lead and motivate the Castle team and help bring the stories of Culzean and the Kennedy family to life.

The role combines people leadership, operational responsibility, and hands-on visitor engagement. You will model excellent customer service, support staff and volunteers, and ensure the Castle is presented and operated to the highest standards of conservation, safety and visitor care. There is a degree of physical activity involved in the role 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**

#### **People Leadership & Team Support**

- Operate as part of the supervisory leadership group, maintaining alignment with other the other Castle Supervisor and Visitor Services Manager to ensure consistency of instruction, operational standards, and team communication across all Castle Shifts.
- Provide supportive, fair and professional line management to Castle staff and volunteers, including rota planning, recruitment, induction, coaching and performance conversations (if/when required)
- Create a positive, inclusive team culture where staff feel confident, informed and motivated
- Lead daily briefing, ensuring staff understand priorities, visitor flow, and any operational updates.
- Skilled in delivering training to large numbers of staff.
- Support staff development through on-the-job coaching, feedback and modelling excellent visitor engagement.
- Uphold the highest standards of confidentiality and discretion, safeguarding sensitive information and ensuring trust across the team and wider organisation.

#### **Delivering an Exceptional Visitor Experience**

- Ensure all visitors receive the same warm welcome and consistently high levels of customer care throughout their visit.
- Lead by example in delivering engaging tours (where required) and interactions that bring the Castle's stories to life

- Support delivery of schools workshops and group visits, ensuring content is accessible, accurate and enjoyable.
- Encourage donations and promote NTS Memberships in a confident, visitor-focused manner that highlights the impact of visitor support.

### **Operational Excellence**

- Act as a key holder, responsible for opening, closing and ensuring the Castle is safe, secure and ready for visitors
- Maintain high presentation standards across all rooms and visitor areas, working closely with Conservation and Collections teams
- Ensure staff follow procedures for visitor flow, queue management, and room coverage.
- Support the smooth running of events, specialist tours and seasonal activity within the Castle.

### **Safety, Security and Conservation**

- Monitor visitor behaviour and room conditions to minimise risk to the Castle, its collections and its people.
- Support the implementation of conservation measures, including environmental controls. Object handling protocols, and visitor guidance.
- Share responsibility for emergency procedures, including evacuations, incident response, and first-aid support (where trained).
- Ensure all staff and volunteers understand and follow Health and Safety Policies (including Risk Assessments and COSHH guidance).

### **Administration & Communication**

- Maintain accurate rota, attendance, and performance records in line with NTS processes.
- Communicate clearly and professionally with staff, volunteers, and colleagues across the wider property.
- Support cash handling, EPOS use, and daily reconciliation where required.
- Contribute to continuous improvement by identifying issues, proposing solutions and supporting change.

## **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**

- Genuine belief in the work and values of the NTS and ability to exemplify these
- Confident, fair and supportive leadership style
- Flexibility – able to adapt working patterns and tasks as required.
- Understanding of confidentiality, discretion and GDPR guideline requirements, with the ability to apply these appropriately to daily operations.
- Strong communication skills with the ability to motivate and guide others.
- Experience delivering excellent customer service in a public-facing environment.
- Ability to adapt pace and approach to match visitor flow and team needs.
- Skilled in delivering engaging tours and team/visitor interactions.
- Strong organisational skills with the ability to prioritise and manage multiple tasks.
- Experience working with volunteers
- Understanding of working with historic interiors and collections.

- Awareness of security issues within collections and property-wide
- Confident in promoting memberships, donations and guidebooks.
- Cash Handling and EPOS experience.

#### **Desirable**

- Supervisory experience in a heritage, museum or visitor attraction setting.
- Experience of working with People Management systems and creation of rota's
- Knowledge of Health & Safety legislation and emergency procedures.
- Proficiency in Microsoft Office.
- Experience in delivering training/talks
- First Aid qualification

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 Sunday 8<sup>th</sup> February 2026.

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"