

HOLYROOD

DISTILLERY

- Role: Brand Home Operations Supervisor (6 month contract)
- Reports to: Brand Home Director
- Salary: £30,368 per annum

Summary:

As a key member of the Brand Home leadership team, the Brand Home Operations Supervisor will support the Brand Home Director in overseeing all aspects of Brand Home activity.

This role carries responsibility for supporting the delivery of an exceptional visitor experience, maintaining the highest standards of safety, service, and presentation, and driving operational excellence across retail, bar, and visitor experience. They will oversee daily operations, leading and motivating the team, and acting as the on-site decision-maker when rostered as 'Shift Lead'.

With a strong focus on commercial performance, visitor experience and compliance, the Brand Home Operations Supervisor plays a pivotal role in the success of the visitor experience.

Essential Duties and Responsibilities:

Operational Leadership:

- Lead, supervise, and motivate Brand Home Guides and Hosts to ensure all daily activities and visitor experiences are delivered to the highest standard.
- Drive a culture of accountability, proactive problem-solving, and service excellence.
- Lead daily team briefings, ensuring staff are informed, aligned, and equipped to deliver outstanding service.
- Oversee the daily operations schedule, adjusting resources and priorities as necessary to ensure the smooth running of the day.
- Act as decision-maker when rostered as Shift Lead, responsible for managing site safety, emergencies, and operational continuity.

Visitor Experience:

- Champion exceptional customer service and ensure a consistent, high-quality experience across all visitor touchpoints.
- Oversight of tour content and delivery, ensuring key messages are maintained, and all aspects of the HD brand are accurately represented.
- Proactively gather and analyse visitor feedback to inform improvements.
- Maintain exceptional presentation standards throughout the Brand Home, reinforcing attention to detail and brand consistency.

People Management & Training:

- Ensure all team members are fully trained, informed, and competent in their roles.
- Support the Brand Home Director with onboarding, performance feedback, and ongoing staff development initiatives.

- Promote a positive, inclusive, and high-performing team culture that reflects the values of the Brand Home.

Retail & Commercial Oversight:

- Support retail operations, ensuring effective visual merchandising, stock control, and accurate POS procedures.
- Overseeing all aspects of retail inventory- stock ordering, regular stock audits, discrepancy resolution, and order fulfilment.
- Monitor retail performance, contributing to strategies that drive sales and enhance visitor purchasing behaviours.

Bar Operations & Compliance:

- Ensure bar operations are compliant, efficient, and aligned with brand standards.
- Overseeing stock inventory- ordering of products, consumables, stock rotation, product labelling, and team training related to bar service and licensing compliance.
- Ensure responsible alcohol service, monitoring consumption and managing guest safety with confidence and discretion.
- Monitoring and ensuring timely refreshment of bar menus, contributing to seasonal changes by making use of recent releases and stocked products.

Health, Safety & Facilities Management:

- Alongside the Brand Home Director, take ownership of health and safety standards across the Brand Home, including weekly fire alarm testing, hazard reporting, licensing, compliance etc.
- Confidently lead building-wide evacuations and ensure all staff are prepared for emergency procedures, and incident responses.
- Liaise with the Brand Home Director to address maintenance and facilities issues promptly and effectively.
- Act as a keyholder, overseeing secure access and completion of opening and closing procedures.
- Ensure operational documentation, reporting, and compliance standards are consistently met.
- Ensure consistent stock levels, and timely ordering of all cleaning supplies and consumables.

Admissions and Administration

- Support the Brand Home Development Manager in the management of the visit inbox, ensuring timely responses and maximising conversion of enquiries.
- General administration of booking system- issuing payment links, trade invoices, pre-visit comms as necessary.
- Respond to customer reviews in a timely fashion. Identifying and escalating feedback, as and when required, to ensure any issues are addressed, and expected standards of visitor experience are being consistently met.

Position Requirements:

Essential

- Demonstrated leadership experience with the ability to inspire, manage, and support high-performing teams.
- Proven commitment to delivering world-class customer service.
- Knowledge of stock control procedures
- Strong organisational and communication skills with the ability to remain composed in fast-paced environments.
- High standards for safety, cleanliness, and presentation.
- Proficient in Microsoft Office Suite; ability to adapt to various IT systems and tools.
- Enthusiasm for the spirits or whisky industry.

Desirable

- Knowledge of First Aid, Health & Safety, Licensing regulations.
- Experience with SAP or similar stock control systems.
- Spirits-related training (e.g. WSET).
- Facilities or building management experience.
- Personal licence holder.

Schedule: This is a full-time role for an initial 6 month contract. Regular weekend and evening working required (40 hours over 5 days). Schedule flexibility required.

Benefits Include: SmartHealth, staff discounts, and an annual free booze allowance!