

Role: Visitor Services Supervisor – Food and Beverage	Region: North East
Reports to: Visitor Services Manager	Pay Grade: Grade 3 - £31,055 pro-rata, per annum
Location: Drum Castle, Drumoak AB31 5EY, Aberdeenshire	Type of Contract: Permanent – 32 Hours Per Week. Possibility of additional hours during peak times.
Note: <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply. Available to work weekends.</i>	

JOB PURPOSE

This is a fantastic opportunity to work as part of our leadership team at the iconic Drum Castle, Garden and Estate.

You will be responsible for the day-to-day Food & Beverage operations at our Mary's Larder Tearoom and catering outlets. You will deliver our quality standards and performance targets, ensuring we offer customers a fantastic Food & Beverage experience.

You will be an enthusiastic team player who can supervise, coach and motivate your team. You will also be part of a broader duty management team responsible for promoting good communication across the site and a joined-up visitor services provision.

As a charity, every penny we raise goes back into the National Trust for Scotland's conservation work, caring for this special place. You will lead by example to produce an enticing Food & Beverage menu, to recommend and upsell our range, and to promote complementary income-streams like retail, memberships and donations. You'll help answer visitors' questions about things to do here and share your enthusiasm for Drum Castle stories, the work we do and what their money is funding.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Food & Beverage operation

- Assist with operating the F&B Outlets to maximise sales and profitability whilst ensuring NTS standards, policies and procedures are maintained.
- Ensure the F&B Outlets are effectively teamed up to deliver quality products and genuine hospitality experience.
- Assist with menu preparation, cooking and presentation of a high-quality food and drink offer at all F&B Outlets.
- Ensure compliance with health and safety, food hygiene, food allergen, licensing and environmental health standards, completing all related record-keeping.
- Ensure that the security of visitors, premises and team always maintained.
- Assist with maintenance task within the F&B Outlets
- Accountable for cost-effective stock management, ordering, storage, and wastage control.

- Accurate completion of daily and weekly administration tasks as directed by the VSM – F&B Manager and Property VSM.

Visitor experience

- Offer excellent Guests experience and ensure all members of the catering team following Department standards of operation.
- Support property-wide targets for completion of visitor surveys to understand more about our visitors.
- Act as one of our duty manager team, responsible for ensuring a safe and smooth visitor operation, opening/closing the Tearoom, addressing issues and emergency procedure, and providing relief cover, as required.

People management

- Supervise the activities of a team of permanent and seasonal Visitor Service Assistants (VSAs), achieving excellent staff performance and motivation through daily work and development.
- Enables the team to be able to work at top speed without compromising on quality and standards.
- Preparation of catering rotas and holiday allocation to meet business needs.
- Assist with labor productivity and budget control for staffing allowance.
- Ensure all team members are trained to legal requirements including effective induction, training, task-setting and coaching on front and back-of-house routines.

Finance Management

- Share responsibility for achieving a yearly F&B budget of around £120,000.
- Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective catering operation.
- Supervise daily F&B Outlets tills operations and perform end-of-day income reconciliation as a duty manager.

Performance indicators and targets

- Weekly, monthly and annual sales and cost of sales targets
- Food compliance standards and record-keeping
- Visitor enjoyment reviews and ratings from visitor surveys and visitor feedback

Tools / equipment / systems

- Access to laptop and relevant online people management, training, financial monitoring and stock ordering systems, including NTS intranet and Microsoft 365.
- EPOS tills and chip and pin machines.
- Fully equipped commercial catering kitchens.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications & knowledge

Desirable

- Level 2 Intermediate Food Hygiene Certificate or above
- Current driving license
- Qualifications in Catering, Hospitality, Tourism or Event Management

Experience & skills

- 'Hands on' working in a busy catering and sales environment, ideally in a visitor attraction setting
- Excellent leadership and influencing skills, supervising and supporting staff on a daily basis
- Enthusiasm for preparing and serving high quality food and drink
- Passion for and ability to demonstrate the exceptional customer service required of all staff
- Confident communication skills (written and spoken)
- Computer literacy and familiar with Microsoft software
- Experience with cash handling, monitoring, and interpreting financial data
- Strong time management and organisation skills
- Ability to be proactive and to take initiative
- Understanding of and belief in the work of the National Trust for Scotland

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 his/her general abilities.

Applications

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 Sunday 1st of March 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 Food & Beverage - Drum Castle"
