

Role: Facilities Visitor Services Manager (VSM)	Region: South and West
Reports to: Operations Manager	Pay Band: Grade 5 - £35,800 per annum
Location: Brodick Castle, Gardens & Country Park, Isle Of Arran, KA27 8HY	Type of Contract: Permanent. Full-Time 40 Hours Per Week.
Cost Centre: 3BRO	Activity Code: PMZ

Summary

The National Trust for Scotland is passionate about Scotland's heritage, we make a difference to what makes Scotland so special. Brodick Castle, Gardens & Country Park comprises of gardens, woodlands and waterfalls, a grand baronial castle and estate, a Woodland café, park café, gift shop and holiday lets. Set in the picturesque town of Brodick on the Isle of Arran, Brodick Castle is Britain's only island country park. This heritage site attracts visitors from far and wide so as Facilities Visitor Services Manager (VSM), you will be someone who enjoys a varied and dynamic working environment.

The Facilities VSM will be passionate about caring for one of the Trusts most iconic properties, Brodick Castle and its wider estate. The Facilities VSM is responsible for supporting the optimisation of properties facilities and services, operational leadership, and the smooth running of the property, gardens and country park. Specific areas of responsibility include:

- Ensuring compliance is met and adhered too across the property and within the team
- Sustainability and environmental management
- The conservation of the property and wider estate
- Financial Sustainability
- Project management
- People Management of a small Team
- Willingness to develop new skills, knowledge and qualifications in relevant fields.

Job Purpose

The Facilities VSM reports directly to the Operations Manager having a hands-on, practically focused role which supports the Operations Manager with close collaboration between the Castle and central teams, as well as interdepartmentally on site. The Facilities VSM has first-line responsibility for the supervision of all services and maintenance that support the core business at Brodick Castle. They will ensure that all managed departments are safe, secure, clean and comfortable environments in which the Team, students, and volunteers can effectively work, and visitors and tenants can enjoy. Achieving this by using best practices to improve efficiency, reduce operating costs and improve visitor enjoyment.

This includes supporting the Operations Manager to ensure the highest standard of service and experience is offered to our visitors. The Facilities VSM will lead a high standard of operational safety, security and presentation at Brodick Castle, additionally overseeing the maintenance of tenanted properties as well as other areas such as, but not limited to, the café and Isle and be Wild play park. They will also support the Operations Manager in monitoring, maintaining and using the maintenance equipment and utility budgets in the most efficient manner.

Some weekend work is required, including supporting events throughout the year and out-of-hours calls. The Facilities VSM will be expected to work flexibly, taking time off in lieu if required, in accordance with Trust policy. As a key member of the wider management team at Brodick Castle the Facilities VSM will work with the Management Team to deliver the visitor experience strategy, promoting good communication across the property and a joined-up service provision. This role will be part of the property leadership team and will act as Duty Manager for the property on a rota basis.

Key Responsibilities and Accountabilities

- Effective management of planned and preventative maintenance, ensure property and team compliance is met and adhered to as well as utilising NTS tools to control costs.
 - Areas included but are not limited to: water treatment plants, PAT testing, gutter clearance, roof checks, drainage clearance, heating systems etc.
- Ensure services are maintained and monitored appropriately with regular meter readings and preventative maintenance.
- Support the development of business plans for the maintenance and renovation of buildings and services across the estate, including new and innovative ways of implementing green energy and environmental management.
- Lead H&S audits, insurance inspections, insurance compliance tracking and record keeping for properties within our estate.
- Be focused on the security of both the buildings, collections and Team by ensuring security systems are checked, updated and maintained regularly.
- Ensure all areas are safe and any incidents/accidents are reported, and health and safety concerns are reported to the Operations Manager.
- Ensure risk assessments/activity procedures are reviewed regularly, in place and adhered too including the management and issue of correct PPE.
- Be responsible for the procurement and supervision of contractors and surveyors to site including investigating the addition of new trades suppliers to our portfolio where necessary.
- Monitor energy data regularly and take necessary action to maintain budgets, working with central teams when required.
- Provide emergency support for the Duty Manager developing their understanding of the properties key systems including heating/lighting, fire and security, water and sewage systems.
- Have access to shared vehicles and be responsible for carrying out vehicle checks and maintenance.
- You will work under your own initiative to plan and priorities maintenance using effective strategies to ensure consistent standards of quality.

Castle and Wider Estate

- Lead and participate in the preventative conservation and supervision of Brodick Castle and its wider property and grounds portfolio on the estate including non-visited and tenanted properties.
- Be responsible for managing the routine and deep-cleaning programs of holiday properties and tenanted buildings.

- Be proactive in managing technical issues and ad-hoc minor maintenance/repair across the estate which may include electrical, plumbing, joinery and painting as required.
- Fire alarm maintenance and testing throughout the property and wider estate.
- Upkeep of the safe systems of work, health and safety documentation.
- Support the monitoring of environmental controls, monitoring and maintaining deterioration of our buildings as well as supporting the regional conservator where building repairs might affect the collections within the castle.
- Lead repair projects within the Castle, ensuring all teams working within the castle are mitigating against damage.
- You will be expected to use a wide range of hand tools with proficiency.
- Support the management team in the overall experience plan for Brodick Castle and Country Park.
- Although this isn't a direct visitor-facing role, you will be expected to be well presented and an effective communicator.

People and Resource Management

- You will be responsible for managing a small team, creating a great working environment, developing and coaching your team, driving strong performance through setting clear objectives, leading a culture of amazing service monitoring this through regular reviews.
- You will support and lead the wider team alongside the Management Team promoting cohesion across different departments.
- You will work with the Trust's Health and Safety Team, Building Conservation Team, Environment and Climate Change Team, central Facilities Teams as well as leasing and networking with other properties Facilities teams.
- You will be responsible for supporting the monitoring and tracking of relevant facilities budgets, ensuring that they are used efficiently and not exceeded.
- You will be responsible for managing a suitable stock of materials necessary for day-to-day maintenance requirements.

Required Qualifications, Skills, Experience and Knowledge

Qualifications Essential

Qualifications

Essential

- HND or Equivalent in a technology related discipline
- IOSH or H&S at Work Certification

Desirable

- Asbestos Awareness Training (UKATA), or willingness to complete training within the first twelve months.
- Legionella Responsible Persons Training, or willingness to complete training within the first twelve months.
- First aid training or willingness to complete training within the first twelve weeks.

Experience

Essential

- Demonstrable knowledge of Health & Safety.
- Experience of supervising or working in the safe and effective operation of buildings and facilities in a busy operational context.
- Experience of risk management and managing safe systems of work.
- Ability to read and understand building plans and drawings and evidence of record keeping skills.
- Ability to cope with physical demands of the job i.e. working at height, lifting/carrying tools and materials.
- IT Proficient - Word and Excel, MS Outlook, MS Teams.
- Flexible attitude to duties and hours.
- Have a solution focused approach and is able to act independently.
- Communicates effectively and persuasively, orally and in writing, with internal and external contacts.
- Proven ability to act as part of a management team.
- Proven ability to form part of a team and lead teams with strong clear direction and purpose.
- Develops positive and productive relationships with internal and external stakeholders.
- Personal commitment to excellence in facilities and buildings management.
- Excellent interpersonal skills, with an ability to get along with a wide range of people.
- Willingness to develop new skills and knowledge to support the Facilities role.
- A genuine understanding of and belief in, the work of the National Trust for Scotland.
- Full UK driving license.

Desirable

- Experience of working within heritage buildings.
- Working knowledge of preventative buildings conservation and practical buildings conservation work.
- Experience of working with environmental and renewable energy systems.
- First Aid certification (or willing to be trained).

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.

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 10th April 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 "Facilities VSM – Brodick Castle"