

Role: Visitor Services Manager - Estates and Maintenance	Region: Highlands and Islands
Reports to: Operations Manager	Pay Grade: Grade 5 - £35,800 per annum
Location: Culloden Battlefield, Inverness, IV2 5EU	Type of Contract: Permanent, Full-Time, 40 Hours Per Week

JOB PURPOSE

To ensure that the moorland landscape of Culloden Battlefield and the maintenance of the Visitor Centre and the landscape around it are managed to a high standard. This will be in accordance with the aims of the Culloden Battlefield Conservation Management Plan, improving the conservation of the battlefield and contributing to the visitor experience at Culloden.

CONTEXT

The Trust's Culloden Battlefield policies are comprised of approx. 67 hectares, mostly upland moorland, with pockets of woodland, grazed pasture and amenity landscape. There is a Scheduled Ancient Monument and Listed Building on site and the whole area is covered by the Highland Council Culloden Muir Conservation Area. The site has regional, national and international heritage significance.

The Culloden entry in Historic Environment Scotland's Battlefield Inventory states:

'Culloden is one of the most important battles in the history of the British Isles and has international significance. It is the final battle fought on the British mainland and brings to an end more than half a century of Jacobite conflict, itself played out against a background of wider international wars. Its aftermath transforms the Highlands, ending the traditional way of life of the area and contributing to the subsequent Clearances. The battle also holds a prominent place within the Scottish cultural legacy, frequently depicted and commemorated in art, music, literature and film.'

Culloden Battlefield Visitor Centre is an award-winning building, opened in 2007, which hosts 350,000+ visitors per year. It contains an exhibition and accredited museum, kitchen/café, gift shop, education room/training room, welcome area and back offices. Leanach Cottage and Kings Stables are small historic cottages in the specification of the role.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The key responsibilities and accountabilities of the job are:

- Deliver to management regimes for each battlefield zone, evaluating successes and failures which will inform future management plans. Management regimes will include, but not be limited to: conservation grazing, property team resources, volunteers and contractors. Working with Operations Manager on annual budgets, and working with the Welcome Manager on maximizing car park income.
- Deliver robust conservation action plan, with constant reviews
- Deal with visitors in a professional, welcoming way. Work closely with and assist the Engagement Manager and supervisors to help create battlefield landscape conservation interpretation and content for tours, which

- increase visitor enjoyment;
- Work closely with expert advisers to ensure animal livestock management and welfare standards are kept at a high standard
 - Maintain all footpaths and signage on site
 - Manage and deliver an annual maintenance programme for the Visitor Centre, Leanach Cottage and Kings Stables. Maintain the Visitor Centre facilities all year round, appointing and managing subcontractors where appropriate to fix building problems, e.g. plumbing, heating, ventilation, roof leaks and any other areas.
 - Recruit and lead conservation volunteers, providing full training and orientation. Develop and deliver meaningful projects and activities for them to complete. This will involve engaging with children and vulnerable adults.
 - Deliver a Health and Safety culture across the estate, ensuring that colleagues, volunteers and external contractors work within the property's H+S guidelines, to reduce the risk of incidents and accidents to volunteers, employees and visitors.
 - Be proactive in cold weather planning, eg. gritting of roads and car park, and respond to emergencies across the estate, eg. escaped livestock, by providing a timely response in line with Trust policies and responsibilities.
 - Undertake duty management cover as part of a rota including regular weekend working, as well as implementing emergency procedures when needed. DM cover is for the entire site, so a working knowledge of procedures inside the building is required
 - To work closely with the entire cluster, giving support when needed to Hugh Millers Birthplace Cottage and Abertarff House.

This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role involves regulated work with children and vulnerable adults.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications and Skills

Essential

- Diploma or equivalent in a relevant discipline (e.g. estate management, animal husbandry, rural skills) or equivalent knowledge/ understanding in countryside management, including livestock management.
- Driving Licence, valid for driving within the UK including Category E entitlement to tow trailers
- Competency and self-sufficiency in use of IT (email, internet, word-processing, spreadsheets, databases)
- Substantial equivalent experience which demonstrates landscape management skills, including conservation grazing, animal husbandry, grass cutting, brush-cutting and woodland management.
- Experience of facilities management and working on an estate open to the public, or experience of working with the public directly.
- Knowledge of basic tool and machinery use and maintenance; footpath management; boundary repair.
- Sound practical knowledge of Health and Safety processes and procedures and the ability to work effectively within these processes.
- Demonstrable experience of managing staff and volunteers, including rota setting and performance

management.

- Ability to think and act quickly when confronted with emergencies.

Desirable

- Excellent interpersonal and communication skills; confident in interacting and dealing with a wide range of people; and able to represent the Trust
- Good organisational and time-management skills – including the ability to prioritise work where necessary
- Tractor driving and brush cutting
- Nature conservation experience, knowledge and interest.
- An appreciation of the work and mission of the National Trust for Scotland in a general context.
- Ability to plan, design and execute projects.

DIMENSIONS AND SCOPE OF JOB

People Management

- Line management of Estates team – work and task planning, setting rotas, managing performance.
- Recruit and manage Estates team, facilitate work placements and apprenticeships.

Finance Management

- Will have budget management responsibility – working with the Operations Manager on delivering against budgets, raising purchase orders, managing expenditure including staff costs, and reporting against budget.
- Will be expected to effectively negotiate costs with external contractors and monitor spend associated with projects across the estate so that they come within budget.

Tools/equipment

- Will be a frequent user of driven vehicles such as tractors, ATVs, ride-on mowers and vans;
- Will be a frequent user of powered tools.
- Will be a frequent user of IT equipment.

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 Sunday 5th April.

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 "VSM Estates - Culloden"