

Role: Visitor Services Manager – Food and Beverage, and Venue Hire	Business Function: Operations – South & West
Reports to: Operations Manager - Culzean Castle & Country Park	Pay Grade: Grade 7 - £45,502 per annum
Location: Culzean, Maybole, Ayrshire, KA19 8JX	Type of Contract: Permanent, Full-Time, 40 Hours Per Week.
Terms and conditions <i>The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: hours of work = 40 per week on days and at times to suit the needs of the job (this will include regular weekend/evening/public holiday duties); the post-holder may be required to stay overnight within the Castle on specific dates or occasions.</i>	

PURPOSE OF THE ROLE

To support the conservation of Culzean Castle & Country Park by generating income through food and beverage, weddings, private & corporate events and always delivering the highest standard of visitor experience for all visitors and guests. This will be achieved by maintaining the highest standards of conservation and adhering to regional and national strategies, policies and procedures.

KEY RESPONSIBILITIES

Visitor Catering Experience

- Overall responsibility for the leadership and management and delivery of the catering facilities at Culzean Castle & Country Park. This includes, but is not limited to, the Home Farm Kitchen, Aviary Ice Cream parlour, Swan Pond takeaway outlet, Old Stables Coffee Shop and Stone Barn.
- Ensuring innovative ideas and current trends in catering are constantly being delivered in all outlets on site
- Setting objectives and being responsible for the overall, day-to-day running of the catering operations
- Leading and managing a team of staff; managing performance, recognising training needs and potential as appropriate
- Managing budgets - ensuring that, as a minimum, the financial targets agreed with, in line with the budget.
- Devising, costing and sourcing menu items and consistently looking at ways of maximising income through effective purchasing and creative merchandising
- Adhering to the sale of alcohol legislation, being a Premises Manager for the park.
- Regularly monitoring customer feedback, Mystery Visitor and Visit Scotland Audits and develop suitable action plans based on the results.
- Being visitor/customer focused by being visible, approachable, and quick to exceed expectations in fulfilling customer needs.

Venue Hire

- With the Operations Manager, property and NTS teams develop and deliver the strategy for venue hire to achieve and exceed annual income targets.
- Managing and leading the team on the sales and marketing of weddings, private events and accommodation bookings at Culzean by:
 - Overseeing all aspects of the enquiry handling process for weddings, private parties, corporate events, and accommodation enquiries through to delivery and follow up activities.
 - Delivering exceptional visitor experience for all guests at Culzean

- Development of packages for weddings and corporate events.
- Managing and supporting the hospitality sales team to ensure that sales targets are met, and events are delivered to the highest standards.
- Managing and liaison with suppliers/clients
- Designing and the production of relevant promotional material in agreement with local and national standards
- Leading in business development, generating new sales and relationships; including attending trade shows
- Proactively developing relationships with key industry partners including local hotels, VisitScotland Business Tourism, and destination management organisations/companies
- Ensuring that all administration, sales, finance and accounting process and procedures are complied with, and all relative information is accurately recorded.
- Ensuring that all events have a detailed itinerary/running order in place and distributed to relevant parties/departments.
- Actively evaluating and analyzing all events post-delivery to ensure continued improvement.

Health & Safety, Food Safety, the Environment

- Ensuring that the operation meets statutory requirements of Health and Safety, Food Safety and Environmental legislations and procedures.
- Conducting Food Safety and Health and Safety Risk Assessments and ensuring that all standards and procedures with regards to Hygiene and Safety are established and maintained.
- Recording and reporting all accidents within the location, adhering to location and company procedures
- Ensuring all equipment is well maintained and is in good working order.
- Making recommendations for renewal and replacement of equipment when required.
- Establishing and maintaining location cleaning schedules
- Ensuring that all Trust procedures and work instructions are fully understood and practiced by all employees.
- Promoting and encouraging environmental improvement initiatives as appropriate within the business

General Responsibilities

- Liaising with other managers at Culzean to ensure maintenance and access to other buildings is agreed as required for the purpose of holding events.
- Will be part of the out of hours on-call system for the property.
- Will be part of the Culzean leadership team, supporting the Operations manager and other managers across the park.
- Managing hospitality operations including the following:
 - staff and volunteers (recruitment, induction, development, performance management) such that they are fully equipped and motivated to undertake their duties to the required Trust standards.
 - budgets (setting, phasing, monitoring, pro-active and re-active adjustments) such that finances are sustainable within the context of the wider property budgets.
 - health, safety and the environment in line with stated Trust policies and approaches to ensure the health and welfare of staff/volunteers and visitors,
 - recognition of the Trust's Environmental Policy with respect to sustainable activities, including energy and water use, recycling, use of "environmentally friendly" products for e.g. cleaning regimes, food-miles and waste etc;
 - daily, weekly, yearly and longer-term operational workplans and reporting in the context of the properties' statements of significance, annual operating plans and action plans (and contribution to these action plans) to ensure that activities are prioritized and planned to optimize the use of resources.
 - administration to enable all activities within the post holders remit to be undertaken and recorded efficiently within Trust policies and procedures.

- assuming the role of “duty manager” on a rota basis as required and working as duty manager within the Eisenhower during peak periods and when holiday cover is required and acting as one of the main key holders,
- Undertake other duties as and when required to support the overall operation of Culzean as instructed by the Operations Manager and deputise for them as required. This will include regular weekends as Duty Manager for the property.

SCOPE OF THE ROLE

People Management

- Line manager of a Head Chef, Visitor Services Supervisor (Food and Beverage) x 2 , Visitor Services Supervisor – (Venue Hire) and a team of permanent and seasonal Visitor Service Assistants.
- Will work closely with other property colleagues and will have regular interaction with other technical/specialist advisory colleagues based in other locations and departments.
- Will have regular (daily) interaction with members of the public of all ages and abilities.
- Will have frequent interaction with suppliers and contractors.

Finance Management

- Is a budget-holder, accountable for the catering department, hospitality (including 6-bedroom exclusive use apartment in the castle) and budgets; combined budgeted income in excess of £1.4 million.
- Will regularly use computerized finance system for the raising of purchase orders for the supply of goods and service; producing finance reports, monitoring and setting of revenue budgets and managing capital project work

Context

- The Castle is a complex and historic building split over several levels. Whilst public and guest rooms on the principal three floors can be accessed via a small (2-passenger) lift, considerable areas of the building are only accessible via staircases, and the lift is unavailable during Emergency Evacuations
- A significant amount of time spent in the role is non-desk-based and the role-holder can expect to be actively present in most areas of the Castle throughout a working day (as well as, on occasion, being at other parts of the property and off-site for meetings etc.
- Will regularly use a wide range of ICT equipment including two-way radio, mobile phone, land-line phone, email, scanner, laptop/PC, printer etc.
- Will be required to work flexible working patterns and hours including evenings, weekends and public holidays. As part of the role and as a senior member of the team, there will be an expectation that the post holder would to attend work at short-notice if operational needs demand and circumstances allow)
- Required to be the Premises License Holder as per the Licensing (Scotland) Act 2005

REQUIRED EXPERIENCE & ABILITIES

Essential

- Experience of catering management across multiple outlets
- Experience of high-level budget responsibility.
- Knowledge and experience of business development within the hospitality/events industry
- Strong influencing, negotiating and networking skills. Ability to develop positive working relationships with internal and external partners and stakeholders across all levels and disciplines.
- Used to an ethos of target-driven assessment, with demonstration of results.
- Significant previous experience in a customer facing, service environment.
- Previous demonstrable experience of succeeding in a Hotel Environment or a comparable commercial environment.
- Previous experience developing, selling and management of hospitality events.

- Significant experience managing, leading, coordinating, and developing a team with varying remits and professional competences.
- Previous experience of developing projects for specific areas of work/ improvement
- Demonstrable skills in successful budget and financial management, combined with clear evidence of commercial awareness and previous sales experience.
- Excellent interpersonal and communication skills and confidence in dealing with a wide range of staff, visitors and other stakeholders.
- Experience in managing people and projects within a complex stakeholder environment. Strong knowledge of Microsoft Office applications: Access, Excel, PowerPoint, Word
- Ability to manage time efficiently and effectively in an environment of changing priorities.
- To hold, or, have the ability and willingness to hold a Scottish Personal Licence Holder's Certificate and Personal Licence
- A full clean driving licence valid for the UK and access to a vehicle suitable for use on Trust business (with appropriate business insurance)

Desirable

- An understanding and experience of hospitality within an historic/heritage environment
- A genuine understanding of, and belief in, the work of the National Trust for Scotland
- Existing contacts in the corporate hospitality sector
- A post-graduate management qualification or equivalent experience

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 26th 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, "VSM – Food, Beverage & Venue Hire"