

Role: Visitor Services Supervisor - Catering	Region: North East
Reports to: Visitor Services Manager	Pay Grade: Grade 3 - £31,055 pro-rata, per annum
Location: House of Dun, Montrose, DD10 9LQ	Type of Contract: Part-Time, 32 Hours Per Week, Fixed-Term Until October 2026.
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

To provide operational coordination and supervision of catering, visitor services, and events at House of Dun in line with the Trust's policies, priorities, performance standards and targets to contribute to the enjoyment of the property by visitors and members, and help ensure commercial, financial, and conservation objectives are achieved.

The Visitor Services Supervisor at a Trust property plays a pivotal role ensuring that the management objectives are achieved through excellent customer service and, with delegated responsibility for catering, retail, events and duty management is very often the "face" of the Trust to visitors and suppliers. As such, s/he directly influences public perceptions of the Trust and is crucial to developing and maintaining the property's local/national reputation.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Supervising/undertaking the day-to-day operation of the property and environs to ensure excellent customer/visitor experience. This includes supervision of:

- Visitor services, Catering, events offer (including ordering, merchandising, sales targets);
- Line management of Visitor Services Assistants and volunteers
- Duty management and oversight/maintenance of the property
- Engage with the property social media lead to generate interest, engagement and help drive visitors
- Ticketing & Membership sales (to targets) and general customer service (individuals, education visits, other groups);
- Security of the Property
- Health & Safety procedures, emergency procedures, and environmental procedures;
- Deputising for the Visitor Services Manager / VSS Operations on-site and off-site as required

Responsible for day to day financial administration at the property, including

- Ensuring the completion of Cash/till reconciliation;
- Week-end reports and reconciliation;
- Completion of the banking and all cash handling processes

Supporting the Visitor Services / VSS Operations with

- recruitment; induction; development; and management of all visitor services employees and volunteers such that they understand and are equipped to fulfill their roles to the standards required and that they feel valued, respected and supported.

Working closely with other managers across the Property to deliver a programme of visitor events, which increase visitor numbers, drive secondary spend and support overall Property targets;

Instil a Health & Safety culture across the property, ensuring the team work within the property's 'Safe System of Work' to reduce risk of incidents and accidents to volunteers, employees and visitors.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- Food hygiene qualification required (but also see "Experience" below);
- A full, clean driving license for driving in the UK.

Skills, Experience & Knowledge

- Minimum of 3-5 years of experience in catering or hospitality industry, with proven leadership experience in managing catering operations.

Tools/equipment and cleaning chemicals:

- Occasional user of cleaning chemicals.
- Expected to become familiar with and comply with the property's Health and Safety policies or 'Safe Systems of Work'

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential:

- Ability to work independently or as part of a team, maintaining high standards of safety and service.
- Strong organisational and time-management skills, with the ability to prioritise in a dynamic environment.
- Proven sales ability, including meeting targets and promoting products effectively.
- Ability to respond calmly and appropriately to incidents or emergencies, following NTS procedures.
- Competent user of Microsoft Office and digital systems.
- Commitment to the aims and values of the National Trust for Scotland.
- Flexibility to adapt working patterns and tasks to meet changing property needs.
- Ability to adjust pace to match visitor flow while maintaining service quality.
- Warm, welcoming, and professional front-of-house manner.
- Ability to prepare simple food items and follow food safety guidance.
- Genuine belief in the value of excellent customer service.
- Proactive approach with the confidence to take initiative.

Desirable:

- Access to own transport.
- Basic Food Hygiene qualification.
- Experience with EPOS systems, cash handling, and reconciliation.
- Demonstrable experience in retail or catering sales environments.

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 19th 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, "VSS Catering – House of Dun"