

<b>Role:</b> Visitor Services Supervisor – Welcome	<b>Region / Department:</b> Highlands & Islands
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band:</b> Grade 3 - £31,055 pro-rata, per annum
<b>Location:</b> Corrieshalloch Gorge	<b>Type of Contract:</b> Full Time, Permanent

## **JOB PURPOSE**

Corrieshalloch Gorge is one of Scotland’s most breathtaking National Nature Reserves and you’ll be one of the first faces visitors see when they arrive. As part of our welcome team, your days will be varied. You might be helping someone find their way to the gorge, serving coffee, supporting the retail area, or simply having a great conversation with a visitor who’s travelled a long way to be here. Whatever you’re doing, making people feel genuinely welcomed is always the priority. We’re proud to hold 5-star accreditation from the Association of Scottish Visitor Attractions, and that standard is something the whole team owns together. You’ll be part of a wider group working across the site, sharing information, covering each other’s areas, and making sure every visit feels seamless. You’ll be based at Corrieshalloch Gorge and report to the Visitor Services Manager.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Work with the Visitor Services Manager (VSM) to create a culture of ‘exceptional service, every time’, delivering high standards of customer experience and a consistently warm welcome to everyone.
- Ensure high standards of presentation across the property. You may have delegated tasks within other departments, and you will understand and help deliver the overall property business plan.
- Taking responsibility for opening and closing and security of buildings as well as implementation emergency procedures, duty management, providing relief cover.
- Collaborate successfully with all other staff and managers on site to ensure the successful running of all the other customer touch points of Bridge, both car parks, all paths, toilets, motorhome service facilities and Travel Trade.
- Supervising/undertaking the day-to-day operation of the Visitor Centre to ensure an excellent customer/visitor experience. This includes:
  - Supervision of the retail offer (including ordering, merchandising, sales targets).

- Membership sales (to targets) and general customer service (individuals, education visits, other groups).
  - Health & Safety procedures, emergency procedures, and environmental procedures.
  - Deputizing for the Visitor Services Manager on-site and off-site as required.
  - Management of our fast-paced food & beverage outlet.
- Responsible for day-to-day financial administration within the retail/admissions operation, including cash/till reconciliation, day-end and week-end reports and reconciliation, completion of the banking processes, and reporting of working hours for payroll.
  - Supporting the Visitor Services Manager Welcome with the 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 spends and support overall Property targets.
  - Instil a Health & Safety culture across the property, ensuring the teamwork 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**

#### Essential

- No formal educational qualification required (but see "Experience" below);
- A full, clean driving license for driving in the UK.

## **Experience**

### Essential

- Significant previous experience of working in a busy environment. including supervision of staff and/or responsibility for specific activities.
- Previous supervisory experience.
- Strong personal belief in the value of excellent customer care with the ability to translate this into actions.
- Excellent organizational, administrative, and time-management skills with the ability to prioritize and re-prioritize workload to meet changing demands.
- Proven sales skills with the ability to achieve targets.
- The ability to think and act quickly when confronted with emergencies.
- Competent user of Microsoft Office products.
- Current driving license valid for driving in the UK.

### Desirable

- A genuine understanding of and belief in, the work of the National Trust for Scotland.
- Access to own transport.

## **DIMENSIONS AND SCOPE OF JOB**

### Scale

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### **People Management**

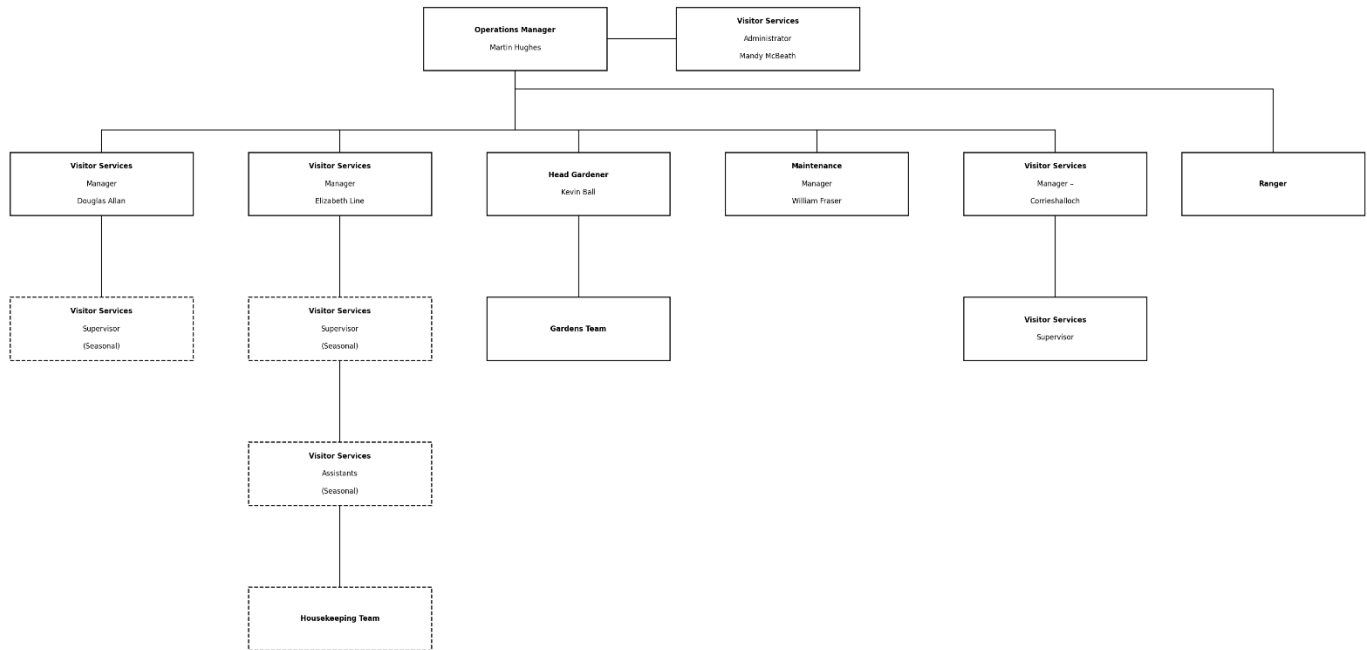
- Daily interaction with customers/clients (including members, visitors, coach, and tour organizers).
- Supervisory responsibility for between 6-15 visitor services assistants.
- Some volunteer management as part of overall property responsibilities and during events.

### **Finance Management**

- Assists with the management of the retail budget at Inverewe and works alongside the Visitor Services Manager.

- Tools / equipment / systems
- Access to desktop PC and relevant IT systems, i.e. standard NTS management systems including Intranet, T:Drive, Proactis, EPOS.

## Place in organizational structure



**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.**

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### 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](mailto:workforus@nts.org.uk) by Sunday 21<sup>st</sup> June 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, "Gardener – Leith Hall."