

Role: Visitor Services Supervisor	Region: South & West
Reports to: Visitor Services Manager	Pay Grade: Grade 3 - £31,055 per annum
Location: Greenbank Garden, Clarkston, Glasgow G76 8RB	Type of Contract: Permanent. Full-Time, 40 Hours Per Week.
COST CENTRE (e.g.: 3CUZ): 3GRE <i>Please note this must be provided in order for the People Team to correctly allocate this role to the relevant cost centre. This is not done via the new start form, but this job description.</i>	ACTIVITY CODE: VSZ <i>This is to allow the system (COREHR) to allocate the salary to the correct centre.</i>

JOB PURPOSE

To support the conservation of Greenbank Garden by generating income through commercial operations and delivering the highest standard of visitor experience for all visitors. This will be achieved by maintaining the highest standards of visitor experience and adhering to regional and national strategies, policies and procedures. This role will see you lead the food and beverage and retail operation on site assisting the visitor services manager to deliver the overall strategy for the site.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Catering Experience

- Day-to-day responsibility for the management and delivery of the catering facilities at Greenbank Garden
- Work with VSM and regional catering leads to ensure innovative ideas and current trends in catering are constantly being delivered, where appropriate for the site.
- Setting objectives and being responsible for the overall, day-to-day running of the catering operations and retail merchandising
- Day-to-day responsibility for the management and delivery of retail at Greenbank Gardens
- 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 -with support from the VSM and regional NTS staff- and consistently looking at ways of maximising income through effective purchasing and creative merchandising
- Following the food safety management system and delivering on all policies and health and safety

General admissions & Membership

- Deliver set membership and admissions targets
- With support from VSM drive a sales culture to ensure all VSA staff can promote & sell membership confidently to achieve set budgets
- Regularly monitoring customer feedback, Trip advisor, Google and Mystery Visitor and in partnership with the site management team 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
- Day to day housekeeping and security of the admissions/café & courtyard area.

Hospitality – Weddings & private events

- With support from the VSM and NTS teams assist with the development and delivery of a strategy for private events to achieve and exceed annual income targets
- Delivery of all or part of operations relating to onsite wedding and corporate events
- Actively evaluating and analyzing all events post-delivery to ensure continued improvement
- Working with the film department to drive Greenbank Gardens as a viable site for TV & Film locations

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

- Experience of catering management across a similar operation
- Used to an ethos of target-driven assessment, with demonstration of results
- Previous experience in a customer facing, fast paced service environment
- Previous experience in a sales environment, with demonstration of results
- Experience managing, leading, coordinating and developing a team.
- Excellent interpersonal and communication skills and confidence in dealing with a wide range of staff, visitors and other stakeholders, with a friendly, confident, and well-presented manner.
- Ability to manage time efficiently 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
- Practical knowledge of Health & Safety processes and procedures and the ability to work effectively within these processes.

Desirable

- An understanding and experience of food and beverage operations within an historic/heritage environment
- A genuine understanding of, and belief in, the work of the National Trust for Scotland
- Experience working within hospitality sector; particularly the planning and delivery of weddings and private events

DIMENSIONS AND SCOPE OF JOB

Context

This is a front facing role, you will be expected to lead by example. This role requires regular weekend work as well as unsociable hours. On average you will spend 4 out of 5 days working 'out front'. You will lead a team of visitor service assistants to deliver on the key areas of delivery which are catering, retail, membership & admissions. This role is responsible for duty management at weekends on a rota basis.

Scale

- ♦ Greenbank Garden welcomes approx. 20,000 visitors each season. The Courtyard Café and woodland walk are popular local resources for the East Renfrewshire community. At present there is no count of the users to the woodland and café, it is estimated at approx. 30,000

visitors in total. The property generates £250,000K per annum, the primary income stream within this is catering.

People Management

- ♦ The post holder will be responsible for a team of approx. 6 VSA's
- ♦ The post holder will be responsible for duty management at weekends which will involve supervision of visitor service volunteers.

Finance Management

- ♦ Not a budget holder however is responsible for the management of expenditure within the budget and delivery of set financial targets particularly catering and hospitality. Will assume budget holder responsibility for catering, admissions, membership & hospitality in absence of the VSM.

The Purpose, Context, Key Responsibilities, and Person Specification 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 26th 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, "VSS – Greenbank Garden"