

Role: Visitor Services Supervisor - Food & Beverage	Region: Edinburgh & East
Reports to: Visitor Services Manager	Pay Grade: Grade 3 - £31,055 per annum
Location: Bessie's Bar, Culross, Fife, KY12 8JH	Type of Contract: Permanent. Full-Time, 40 Hours Per Week
Cost Centre: 3CUR	Activity Code: TRZ
<i>Regular weekend work, no evening work planned (unless arranged for a specific function)</i>	

JOB PURPOSE

To provide operational coordination and supervision of catering, visitor services, and events 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, events and duty management is very often the "face" of the Trust to visitors and suppliers. As such, they directly influence public perceptions of the Trust and are crucial to developing and maintaining the property's local/national reputation.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

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

- Visitor services, Catering and events (including ordering);
- Line management of Visitor Services Assistants (including rota administration)
- Duty management and oversight/maintenance of the property
- Ensure the property social media is managed 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 / Operations Manager 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 / Operations Manager 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 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

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

Skills, Experience & Knowledge

Essential

- Significant previous experience of working in an operations role in the hospitality industry – including supervision of staff and/or responsibility for specific activities;
- Previous event coordination/management experience
- Previous staff management experience or experience of working as a proactive team
- Excellent customer service skills
- Excellent organisational, administrative, and time-management skills with the ability to prioritise and re-prioritise 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;
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- Access to own transport.

Desirable

- Food Hygiene Qualification;
- A formal qualification in Heritage Management, Hospitality, Tourism or Event Management.

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 2nd August 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 – Food & Beverage Culross"