

Role: Visitor Services Supervisor	Region: North East
Reports to: Visitor Services Manager	Pay Grade: Grade 3 - £31,055 per annum
Location: Crathes Castle, Banchory, Aberdeenshire, AB31 5QJ	Type of Contract: Permanent. Full-Time, 40 Hours Per Week.
Terms and conditions: The post is subject to the standard terms and conditions and includes duties during weekends and occasional evenings when required.	

JOB PURPOSE

To provide operational coordination and supervision of visitor services and associated teams, within Crathes Castle, in line with the Trust's policies, priorities, performance standards and targets, contributing to the enjoyment of the property by visitors and members, helping to 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 visitor services and supporting with 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

- Support the Visitor Services Manager 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, and that staffing budgets are adhered to.
- Instil a Health & Safety culture across the property, ensuring the team work within the properties Risk Assessments to reduce risk of incidents and accidents to volunteers, employees and visitors.
- Support the day to day financial administration at the property, including cash/till reconciliation, day-end and week-end reports and reporting of working hours for payroll, as required. Provide holiday and sickness absence cover for completion of the banking processes and financial reporting, as required.
- Support with the delivery of the events and functions strategy with support of the Visitor Services Manager.
- Create a culture of 'exceptional service, every time'. Ensuring high standards of delivery and a consistently warm welcome.
- Drive the visitor services experience to achieve financial targets, maximising income and profitability, using the Trust's procedures and instructions. You will strive to be efficient and ensure cost effectiveness in all the work you do.
- Ensure the cornerstones of the National Trust for Scotland are achieved at all times, namely, conservation, access and memorable visitor experiences for all guests.
- Ensure high standards of presentation at all times, you may have delegated tasks within other departments, and you will understand and help deliver your overall properties business plan.
- Support with the opening and closing and security of buildings as well as emergency procedure implementation, duty management and providing relief cover, as required.
- Ensure that the property meets statutory and company requirements of Health and Safety, Food Safety and Environmental legislations and procedures including Waste Disposal and Allergens.

Structure

The structure of the NE region includes three clusters named Aberdeenshire Central (Crathes and Fyvie), Aberdeenshire East (Drum, Haddo, Pitmedden), Aberdeenshire West (Craigievar, Leith Hall, Fraser), and Angus (House of Dun, Barries Birthplace, Barry Mill).

The Visitor Services Supervisor for Crathes Castle reports directly to the Visitor Services Manager. The property is managed by the Operations Manager (Aberdeenshire Central) and supported by Visitor Services Managers (F&B and F&E) for the cluster, along with other members of the Crathes senior team.

Additional support is provided through the NE Regional office team which comprises of Regional Director, Business Manager, Heritage Services and Garden and Design Landscape Manager.

Central support resource is also provided through Consultancy Services.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the jobholder will need to possess and exercise, In addition, either knowledge or experience of the following is required.

Qualifications

Essential

- A full, clean driving license for driving in the UK.

Desirable

- A formal qualification / previous experience in Hospitality, Tourism or Event Management;
- Recognised First Aid Qualification (will be expected to undertake if not already held)

Experience

Essential

- Significant previous experience of working in an operations role in the visitor/heritage attraction industry – including supervision of staff and/or responsibility for specific activities;
- Strong personal belief in the value of excellent customer care with the ability to translate this into actions;
- Excellent organisational, administrative and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands;
- The ability to work within a team or independently, with minimal supervision, to a high and safe standard
- Competent user of Microsoft Office products;

Desirable

- Supervisory experience with the National Trust for Scotland;
- 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

- ♦ Primarily based in Crathes Castle, includes regular weekend working and occasional evening working.

People Management

- ♦ To supervise front of house staff on a day-to-day basis and at functions and events and will act as Duty Manager on occasion.
- ♦ To plan staffing in advance, working closely with the Visitor Services Manager and Operations Manager.
- ♦ Will work closely with other property colleagues, and will also have regular contact with specialist advisory colleagues in other locations and departments.
- ♦ Will have regular (daily) interaction with members of the public of all ages and abilities.

Finance Management

- ♦ Expected to take responsibility for effective management of Trust resources in the allocated areas.
- ♦ Share Till Reconciliation Duties with other senior staff.
- ♦ Will be expected to meet (if not exceed) property sales targets.

Tools/ Equipment

- ♦ Is expected to work and ensure compliance within the property's safety management systems.

Example key performance indicators and targets

- ♦ Mystery Visit Results.
- ♦ Tour Operator Results.
- ♦ All Staff know responsibilities and high standards maintained.
- ♦ Income growth.
- ♦ High standards of housekeeping and a safe working environment maintained at all times.
- ♦ Site audits and H&S Results.

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 July 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 – Crathes Castle"