

Role: Visitor Services Supervisor - Collections Care	Region: North East
Reports to: Visitor Services Manager	Pay Grade: Grade 2 - £28,562 per annum
Location: Crathes Castle, Banchory, Aberdeenshire, AB31 5QJ	Type of Contract: Permanent. Full-Time, 40 Hours Per Week.
COST CENTRE: 3CRT	ACTIVITY CODE: PMZ

JOB PURPOSE

The Visitor Services Supervisor – Collections Care is responsible for ensuring the highest standards of preventive conservation, collections care, documentation, access, and engagement across significant collections and historic interiors within their allocated property or cluster. Working as part of a multi-disciplinary team and in liaison with regional specialist staff, the postholder leads on the planning, delivery, and monitoring of routine and deep-cleaning programmes, safe handling and movement of collections, and the protection of collections during events and operational activity. They will recruit, train, and supervise staff and volunteers to support collections care, manage conservation equipment and audits, and contribute to engaging visitor experiences through educational activity and ‘Conservation in Action’ interpretation. The role helps ensure that properties remain well presented, well cared for, and relevant for the benefit and enjoyment of everyone, with some travel across the Trust as required.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- **Collections care** – use existing systems and processes to lead on Integrated Pest Management, environmental monitoring, housekeeping plans, and routine condition checks to ensure the highest standards of preventive conservation for collections on display and in storage at Crathes Castle, in collaboration with the Operations Manager and Regional Conservator.
- **Collections care cleaning** – Plan, deliver, and oversee collections care cleaning for collections, historic interiors, and collection spaces, at Crathes Castle, ensuring work aligns with Trust standards and specialist recommendations.
- **Collections monitoring & documentation** – In liaison with Trust Collections Management staff, use Trust systems (e.g., AIS) to monitor and record damage, movement, and location of collections; ensure documentation, audits, and inventory checks are accurate and up to date.
- **Supervision of volunteers** – Recruit, train, supervise, manage, and support volunteers involved in collections care, conservation cleaning, object handling, emergency response, and engagement activities.
- **Support during events & operational activity** – in collaboration with the Operations Manager and Regional Conservator, lead on collections protection during functions, events, filming, and building or contractor work to ensure safe handling, appropriate storage, and uncompromised care of collections and interiors.
- **Collaborative working with specialists** – Work closely with Operations Manager, Regional Conservator, Curator, and Collections Services Teams to implement conservation advice, support research, interpretation, exhibitions, and access to collections.

- **Emergency preparedness & response** – Maintain and implement Collections Emergency Salvage Plans; ensure staff are trained, equipment and material stocks are maintained, and respond to accidental damage or salvage incidents when required.
- **Procurement & resource management** – Sustainably manage and maintain conservation materials, equipment, and supplies, with support from the Operations Manager.
- **Collections access, engagement & interpretation** – Advocate for the collections, lead ‘Conservation in Action’ activities, support educational programmes, and contribute to visitor engagement through interpretation and access initiatives.
- **Publicity & communications** – Promote conservation and collections care through social media, onsite engagement, and collaboration with communications teams to share updates and stories.
- **Compliance & health and safety** – Ensure adherence to Health & Safety policies, object handling protocols, risk assessments and contractor supervision requirements when working in historic interiors with collections.
- **Operational responsibilities & duty management** – Act as key holder and duty manager as required, supporting the wider property team in delivering an excellent visitor experience and maintaining high standards across all operations.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- Degree in a relevant subject (e.g., Conservation, Museum Studies, Art History) **or equivalent relevant experience.**
- Full UK driving licence.
- Competent user of Microsoft Office software (Word, Excel, PowerPoint).
- Excellent attention to detail and accuracy.
- Strong communication and interpersonal skills.
- Proven ability to problem-solve and respond quickly and flexibly in challenging circumstances.

Desirable

- Awareness and membership of ICON
- Health and safety-related certification (e.g., First Aid, PASMA).
- Knowledge or understanding of the National Trust for Scotland and its properties and collections
- Ability to work across multiple sites as needed.
- Training in or working knowledge of environmental monitoring systems.

Experience

Essential

- Demonstrable experience of collections care, preventive conservation, and collections management in a historic house or museum setting.
- Experience supervising, training, coaching, and supporting staff and volunteers, including rota management.
- Proven experience handling, cleaning, and caring for a range of historic materials and decorative arts.

- Experience using collections management databases and conducting audits or condition checks.
- Experience working with the public and delivering excellent customer care.
- Experience performing physical tasks such as lifting objects, working at height, using ladders / scaffolding, and opening / closing historic properties.

Desirable

- Experience delivering training sessions, specialist talks, or public engagement activities.
- Experience using social media in a professional or heritage context.
- Experience working across multiple historic sites or in a multi-property organisation.
- Experience supporting or managing events within a heritage setting.
- Experience in security awareness or emergency procedures relevant to collections.
- Experience using environmental monitoring systems.

DIMENSIONS AND SCOPE OF JOB

People Management

- Recruit, train, manage, and supervise staff and volunteers involved in collections care and conservation activities, ensuring high standards of work and professional conduct.
- Plan, allocate, and oversee daily and weekly tasks for volunteers, ensuring effective coordination of collections care routines.
- Work collaboratively as part of the wider property team, maintaining daily communication with the VSS, Duty Manager and following Operational direction.
- Act as Duty Manager as required, ensuring safe, efficient, and customer-focused property operations during assigned shifts.
- Work closely with all operational teams on-site to ensure coordinated service delivery and smooth visitor operations.
- Liaise and coordinate with technical and specialist colleagues across NTS departments (e.g., Conservation, Curatorial, Collections Management) to support planned and responsive collections care activities.
- Manage relationships with external contractors undertaking conservation or technical work on site, ensuring compliance with NTS standards and procedures.

Finance Management

- Not a budget-holder but responsible for delegated spend for collections care materials and equipment

Tools / equipment / systems

- Collections management databases (e.g., AIS and Axiell).
- Environmental monitoring equipment (e.g., telemetric systems, dataloggers and handheld instruments).
- Housekeeping and collections care tools (e.g., soft brushes, museum vacuums, microfiber cloths, conservation-grade materials).
- Handling and lifting equipment (e.g., trolleys, padded supports, manual handling aids).
- Working-at-height equipment (e.g., ladders, step ladders, tower scaffolds, where trained).

- Personal protective equipment (PPE) such as gloves, masks, protective footwear, and hi-vis clothing.
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) for planning, communication, and record-keeping.
- Radios or communication devices used for property operations and Duty Manager coordination.
- Social media platforms used for property-related content (if part of role responsibility).

Example key performance indicators and targets

- Completion of scheduled daily, weekly, and annual collections care tasks (cleaning, checks, preventive activities) with accurate documentation
- IPM and environmental monitoring checks completed as per agreed schedule and risks or issues escalated in a timely manner to manager and Regional Conservator
- Collections management updates (location control, damage reporting and audit work) completed to agreed schedule and risks or issues escalated in a timely manner to manager and Collections team

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 Department, The National Trust for Scotland, by email via workforus@nts.org.uk, by Sunday 18th October 2026.

- Please ensure your CV includes your full name and contact details
- The CV file sent to us should be titled with 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 Collections Care – Crathes Castle"