NATIONAL TRUST for SCOTLAND

Job Description **November 2026**

Role: Visitor Services Supervisor - Food & Beverage	**Region:** Edinburgh & East
Reports to: Visitor Services Manager	**Pay Grade**: Grade 3 - £31,055 pro-rata, per annum
Location: Bessie's Bar, Culross, Fife, KY12 8JH	**Type of Contract:** Permanent. Part-Time, 35 Hours Per Week.
Cost Centre: 3CUR	**Activity Code**: TRZ
Regular weekend work, no evening work planned (unless arranged for a specific function)	

JOB PURPOSE

To coordinate, supervise and support the day-to-day operation of Bessie's Café, ensuring consistently high standards of visitor experience, customer service, food safety and operational efficiency in accordance with the National Trust for Scotland's policies, procedures and objectives.

The Visitor Services Supervisor plays a key role in the successful management and commercial performance of the café, providing effective staff leadership, maintaining operational standards and supporting income generation.

Working closely with the Visitor Services Manager, the post-holder will take responsibility for the effective delivery of café operations, ensuring that colleagues are appropriately trained, supported and equipped to fulfil their roles.

The post-holder will adopt a flexible, proactive and hands-on approach, contributing to a welcoming and enjoyable visitor experience while supporting the Trust's wider financial and conservation objectives.

KEY RESPONSIBILITIES

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

- Supervise and coordinate the daily operation of Bessie's Café, ensuring efficient service delivery, high standards of presentation and a positive visitor experience.
- Oversee the effective operation of all café stations, including food preparation, beverage service, till operation and front-of-house activities.
- Plan, prioritise and delegate daily tasks to ensure appropriate allocation of staff and resources in response to operational requirements and visitor demand.
- Ensure all opening, closing, cleaning and operational procedures are completed to the required standards.
- Maintain a proactive, hands-on approach, supporting colleagues across all areas of café operation as required.
- Exercise sound judgement when resolving operational issues, escalating concerns to the Visitor Services Manager where appropriate.

Staff Supervision, Training and Development

- Provide day-to-day supervision, guidance and support to catering staff, fostering a positive, respectful and collaborative working environment.
- Undertake line management responsibilities for Visitor Services Assistants, including rota administration, task allocation and monitoring performance.
- Support the Visitor Services Manager with staff recruitment, induction, training, development and performance management.
- Ensure team members understand their responsibilities, follow agreed procedures and have the appropriate knowledge and training to undertake their duties safely and effectively.

- Identify training needs and provide ongoing coaching and guidance to maintain consistent standards of service and operational performance.

Commercial Performance and Income Generation

- Actively support the achievement of café sales targets and wider property income objectives.
- Monitor café sales and operational performance, identifying opportunities to improve efficiency, maximise income and reduce unnecessary expenditure.
- Support effective product presentation, pricing and promotional activity in accordance with agreed Trust standards and commercial objectives.
- Encourage staff to develop strong product knowledge and appropriate selling skills to maximise customer satisfaction and sales opportunities.
- Contribute ideas and recommendations to the Visitor Services Manager for improvements to the café's operational and commercial performance.

Food Safety, Allergens, Health and Safety

- Promote and maintain a positive food safety and health and safety culture, ensuring all café activities are undertaken in accordance with National Trust for Scotland policies and procedures, relevant legislation and the CookSafe food safety management system.
- Supervise compliance with food hygiene requirements, including safe food preparation, cooking, storage, temperature monitoring, cleaning and associated record-keeping.
- Ensure allergen management procedures are consistently followed, including the accurate communication of allergen information, appropriate food handling and the prevention of allergen cross-contact.
- Ensure staff are appropriately trained in food safety, allergen awareness and safe working practices, and understand their responsibilities.
- Monitor compliance with relevant risk assessments, safe systems of work, COSHH requirements and emergency procedures.
- Ensure appropriate use and maintenance of catering equipment, cleaning products and personal protective equipment.
- Identify, address and report hazards, accidents, near misses and other safety concerns in accordance with Trust procedures.
- Maintain an appropriate standard of safety and hygiene for visitors, staff and volunteers alike.

Stock Management, Ordering and Waste Control

- Oversee the effective management of café stock, ensuring appropriate stock availability, storage, rotation and replenishment.
- Take responsibility for coordinating and completing regular ordering of food, beverages and other catering supplies in accordance with operational requirements and agreed budgets.
- Monitor stock levels, usage and wastage, identifying opportunities to improve efficiency and minimise unnecessary costs.
- Ensure deliveries are checked, stored appropriately and recorded in accordance with relevant food safety and stock control procedures.
- Support effective supplier communication and maintain accurate stock management records.

Financial Administration and EPOS

- Oversee the accurate operation of café EPOS systems and ensure compliance with Trust financial procedures.
- Ensure the completion of daily cash and till reconciliations, end-of-day financial processes and associated reporting.
- Monitor financial and sales information, reporting discrepancies and identifying opportunities to improve performance.
- Support the Visitor Services Manager with financial administration and delegated budget-monitoring responsibilities relating to café operations.

Communication, Collaboration and Continuous Improvement

- Work closely with the Visitor Services Manager and colleagues across the property to support effective communication, coordinated working and shared operational objectives.

- Support the planning and delivery of the café's catering requirements for agreed property events and functions, ensuring appropriate staffing, preparation and service standards.
- Communicate operational updates, relevant procedures and changes in working practices clearly and effectively to the catering team.
- Identify and contribute to opportunities to improve operational efficiency, visitor experience, staff performance and commercial outcomes.
- Undertake other reasonable duties consistent with the grade and scope of the role to support the effective operation of the café and wider property.

DIMENSIONS AND SCOPE OF JOB

People Management
Day-to-day supervision and delegated line management of Visitor Services Assistants working within café operations, including rota coordination, induction, training and staff development.

Financial Management
The Visitor Services Manager retains overall budgetary accountability. The Visitor Services Supervisor is responsible for overseeing day-to-day café financial processes and may undertake delegated responsibility for expenditure monitoring, ordering and financial reporting.

Tools, Equipment and Systems
Regular use of catering equipment, EPOS systems, Microsoft Office applications and other relevant Trust systems for financial administration, stock management, staff coordination and online training.

Key Performance Indicators and Targets
Contribute to the achievement and monitoring of agreed café sales targets, customer service standards, stock and waste controls, operational efficiency and food safety compliance.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications
- No formal educational qualification required (but see “Experience” below);

Skills, Experience & Knowledge

Essential
- Significant previous experience within a catering, café or hospitality environment, including supervisory responsibility.
- Experience of supervising and supporting staff, with the ability to delegate responsibilities and maintain performance standards.
- Excellent customer service and interpersonal skills, with a commitment to delivering a positive visitor experience.
- Excellent organisational, administrative and time-management skills, with the ability to prioritise and adapt workloads to changing operational demands.
- Sound understanding of food hygiene, allergen management and safe working practices, with a commitment to completing required training.
- Good commercial awareness, with an understanding of sales targets, stock control, ordering and cost management.
- Ability to work independently, take initiative and make sound operational decisions.
- Ability to remain calm, act appropriately and respond effectively to unexpected situations or emergencies.
- Competent use of IT systems, including Microsoft Office and electronic point-of-sale systems.
- A positive, collaborative and flexible approach to teamwork.
- An understanding of and commitment to the aims and objectives of the National Trust for Scotland.

Desirable

- Previous experience of staff recruitment, training and development.
- Experience of financial reconciliation, reporting and stock management systems.
- Experience supporting catering operations for events or functions.
- Knowledge of CookSafe food safety management procedures.

The Key Responsibilities, Dimensions 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 29th November 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"