NATIONAL TRUST *for* SCOTLAND

Job Description

November 2026

Role: Visitor Services Supervisor – Visitor Experience	**Region:** North East
Reports to: Visitor Services Manager	**Pay Grade:** Grade 3 - £31,055 pro-rata, per annum
Location: Drum Castle, Drumoak, Aberdeenshire, AB31 5EY	**Type of Contract:** Permanent. Part-Time, 32 Hours Per Week Januery – March. Full-Time, 40 Hours Per Week April to September. 4/5 Days at 8 Hours including regular weekend work.

We are looking for an experienced customer-focused supervisor to join us at our fantastic property, Drum Castle. Dating back to the 13th Century, Drum Castle has everything from Medieval tower to Jacobean and Victorian living.

The ideal candidate must be passionate about supporting one of the Trust's iconic properties to deliver an excellent visitor experience. The Castle boasts impressive interiors with an incredibly rich & fascinating history. There is a beautiful walled garden, large South Lawn and quaint family chapel, all offering flexible spaces for theatre performances, events and weddings.

JOB PURPOSE

This is an exciting supervisory role within the team that manages Drum Castle, Garden & Estate. Engaging visitor experiences and excellent customer services are core to any visit to Drum Castle and as Scotland's largest conservation membership charity, every penny we make supports our work, protecting the nation's natural and cultural heritage. For this role, the main focus is to identify and develop commercial opportunities with priority given to retail, admissions and travel trade.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Visitor experience

- Manage the day-to-day operation of the property and environs to ensure excellent customer/visitor experience.
- Develop and promote new products and offers to enhance member and visitor enjoyment, telling the property's stories and driving visitor numbers.
- Manage the Travel Trade offer.
- Create a culture of 'exceptional service, every time', leading by example with a warm welcome.
- Act as one of the property's duty management team, responsible for ensuring a safe and smooth visitor operation, addressing issues, and opening/closing the buildings.

- Help achieve targets for the completion of visitor surveys to understand more about our visitors.

Retail & Admissions

- Build a strong understanding of the customer base to support the central team in developing the product offer.
- Work with the team to ensure retail sales targets are met.
- Support the team to ensure Membership sales are on target.
- Lead on merchandising and stock management.
- Understand and adhere to the sale of alcohol legislation.

Property Management

- Work closely with the Visitor Services Manager to ensure Health & Safety procedures, emergency procedures, and environmental procedures are adhered to.

Finance performance

- Work closely with the Visitor Services Manager to help achieve annual budgets and cost control.
- Responsible for day-to-day financial administration at the property, including cash/till reconciliation, day-end and week-end reports and reconciliation, completion of banking processes, and trackers.
- Supervise safe and secure till operations, perform end-of-day income reconciliation as a duty manager and conduct end of month and year financial procedures.

People management

- Support the Visitor Services Manager to ensure visitor experience, retail, collection care and housekeeping rotas and holiday allocation meet business needs and staff budgets.
- Complete payroll tasks for the Visitor Services Assistants.
- Support volunteer recruitment and management.
- Enable the team to operate safely to minimise risk of incidents or accidents and oversee emergency procedures.
- Collaborate with teams across the site including functions, events, gardens and catering to achieve the wider objectives of the property.
- Work closely with specialist advisory colleagues within the North East Regional team and National teams.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications & knowledge

- NVQ3/BTEC/City & Guilds/HND/Degree or equivalent experience.

Desirable:

- Current First Aid certification (or willingness to train and use)
- Valid SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License (or willingness to train)

This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Basic Disclosure.

Experience

Essential

- Staff supervisory experience in a visitor attraction, heritage, hospitality or retail, or a similar customer-facing environment.
- Excellent visitor/customer service experience.
- Operational supervisory experience including responding to incidents or emergencies.
- Experience of driving sales or income generation, including working to targets.
- Experience of working collaboratively with multiple teams to deliver shared objectives.
- Experience of handling cash, tills and routine financial administration.
- Strong organisational, administrative and time-management skills with the ability to prioritise and re-prioritise workload to meet changing demands.
- Clear and confident communication skills (written and spoken).
- Competent IT skills including Microsoft Office.

Desirable

- A formal qualification in Hospitality, Tourism or Retail.
- A genuine understanding of and belief in, the work of the National Trust for Scotland.
- Experience of working with volunteers.
- Experience of working in an operations role in the visitor/heritage industry.

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 6th December 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 Visitor Experience - Drum"