Visitor Services Manager

About the Post

Every year hundreds of thousands of people visit the Scottish Parliament. You will join the Visitor Services team to deliver a range of services for Members of the Scottish Parliament, their visitors, parliamentary staff and the public. You will be responsible for ensuring our visitor experience is consistently to a Five Star VisitScotland visitor attraction award level of service.

In addition to providing inspirational leadership to the Visitor Services team, you will assist in the improvement and development of our facilities and public engagement activities, attracting new and repeat visitors through your ideas and experience.

You will provide overall operational management to the Visitor Services department, helping to maintain the existing high standards of service.

Duties

- Manage all operational aspects of visitor services, ensuring the smooth running of day-to-day operations of systems and procedures, good housekeeping, daily briefings for staff. Direct staffing resources proficiently and to maximum effect, including providing staff cover in all core Visitor Services activities, as required.

- Inspire, lead and motivate the whole team, ensuring training and performance meets the standards required and reflect our organisational values.

- Direct line management for three Grade 3 Visitor Services Supervisors. Indirect management of a team of approximately 20 persons.

- Organise, develop and manage a programme of guided tours for the public and parliamentary guests; plan, coordinate and conduct tour training for staff and provide tour cover as required.

- Work with the Head of Visitor Services and Retail Manager to generate and evaluate projects which enhance the Scottish Parliament’s visitor experience offer, increasing the range of public engagement activities and opportunities.

- Liaise with Events and Exhibitions Team on the annual programme of temporary exhibitions for the Main Hall or other areas, facilitating public access as appropriate.
• Develop ownership of departmental business continuity plans and team understanding and relevant training; security policies, working with the Head of Visitor Services and others to ensure legislative compliance.

This post is based on working 37 hours, 5 days out of 6, including Saturdays and public holidays, in rotation. A shift operates, with morning and evening shifts required. An additional weekend shift allowance will apply.

Skills, Knowledge and Experience Required

You must be able to provide evidence to demonstrate the following:

High Quality Service:
• Attention to detail and experience of a busy customer environment
• Ability to manage customer expectations and to communicate calmly and professionally when challenged
• Provide a first-class customer service, often going the extra mile, to meet customers’ needs

Staff Management:
• Team supervision/leadership, including development and motivation
• The ability to contribute positively to the work of the team and ability to work flexibly and responsively in a fast-paced changing environment;

Communication and Interpersonal Skills:
• Ability to communicate or present to a wide audience information and ideas clearly, accurately and concisely to a variety of people, including senior management and suppliers.
• Strong interpersonal skills and ability to build relationships and influence colleagues and stakeholders both online and offline

Improvement, Innovation and Change:
• Evidence of developing, leading or managing projects
• Strong negotiation and influencing skills
• An ability to influence and drive change, taking colleagues with you to embed new ways of working

Political and Parliamentary Awareness:
• Parliamentary awareness, including an understanding of parliamentary procedures and business
• The ability to work in a political environment ensuring issues such as confidentiality and impartiality are maintained
Application process

To apply, please provide:

- your CV (maximum of two sides of A4) setting out your relevant career history, responsibilities and key achievements and;
- a supporting statement on why you have applied and what interests you, demonstrating why you consider you are suitable for the role, having regard to the skills, knowledge and experience requirements for the role, as detailed above. This should be no more than two sides of A4.

Please send this and our completed Equal Opportunities Monitoring form to jobs@parliament.scot by 5pm, Monday 10 June 2019.

Applications from Gaelic speakers are welcome. Cuirear fàilte air tagraidhean bho luchd-labhairt na Gàidhlig

If you don't receive an automated acknowledgement within 24 hours of submitting your application, please contact us.

Disability

We guarantee to interview any disabled applicants who meet the essential requirements for the job they’ve applied for. The essential requirements for this job are described under the section “Skills, Knowledge and Experience Required”. This means that if you meet any qualification or experience criteria that we have set, and are assessed as providing “acceptable” evidence of the skills and qualities asked for we will automatically invite you to interview.

If you have a disability and would like to talk to us about any aspects of this job please get in touch.

Benefits

We offer a great range of benefits including 41.5 days' leave (including public holidays), the opportunity to join the Civil Service pension arrangement and flexible working arrangements and family-friendly policies.
**Salary**

The salary range for this post is shown below:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3 (max)</th>
</tr>
</thead>
<tbody>
<tr>
<td>£33,037</td>
<td>£35,413</td>
<td>£37,789</td>
<td>£41,777</td>
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</tbody>
</table>

If you are successful, you will normally be offered a starting salary at the minimum of the applicable grade range shown below. You will progress at the rate of one scale point per year provided you are performing your duties to the required standard. Your progression date will be the anniversary of taking up the appointment in the grade. You will be paid monthly in arrears by Bank Credit Transfer directly into your bank or building society account on the last banking day of the month.

**General Data Protection Regulation**

For further details on how we will process your personal data please refer to [HR Workers Privacy Notice](#).