

Scone Palace

Visitor Operations Support Manager (Seasonal)

Scone Palace is an iconic venue and 5 star visitor attraction, welcoming over 100,000 visitors a year. We are seeking a dedicated and experienced Visitor Operations Support Manager to support the Head of Scone Palace to oversee Visitor Operations and help ensure every visit is extra special to exceed our visitors' expectations.

The Palace opens to visitors between 1st April – 31st October and is open 7 days a week (weekend working will be required). We offer the chance to work in a unique and varied business. If you're a people person, enthusiastic about delivering an excellent customer experience, we would love to hear from you.

The ideal candidate will have a strong background in hospitality management or similar and be passionate about delivering excellent customer service with a great eye for detail. A good understanding of health and safety compliance and the ability to work efficiently in a busy environment and well within a team is essential.

Main responsibilities include:

- Undertake Duty Manager shifts as required to support the Visitor Operations (VO) front of house teams (Retail/Catering/Admissions)
- Maintain the standards and performance of VO team members with an emphasis on coaching and teamwork
- Support with the delivery of new starter induction and help ensure VO teams comply with company policies and procedures
- Ensure VO team members have current knowledge of our offerings to drive additional dwell time and repeat visits
- Work with Heads of Departments to plan and monitor VO staffing levels to meet business demands
- Maintain good communication and working relationships with all teams across the business
- Ensure high standards of presentation in all public areas
- Handle telephone calls, emails and visitor and sales enquiries
- Help ensure security of buildings and keys in conjunction with the Caretaking Team
- Overseeing the safety of staff and the general public whilst in the Palace, being available to deal with any issues that may arise, e.g. fire evacuations, Palace closures
- Use of business systems such as tills/EPOS/booking systems etc.

Skills & Qualifications

- Proven experience in a supervisory role within the hospitality industry, with a strong focus on guest services.
- Excellent leadership skills
- Strong organisational skills and attention to detail
- Exceptional communication skills, both verbal and written
- Ability to work under pressure while maintaining a positive attitude
- Maintain a high standard of punctuality and professionalism
- First Aid qualification and holder of Personal Licence (alcohol licensing) would be advantageous
- Holder of IOSH/NEBOS Health & Safety qualification or similar is desirable degree in Hospitality Management or a related field is preferred but not essential.

April 2025