

Appointment of
VISITOR SERVICES MANAGER
SCOTTISH STORYTELLING CENTRE

Closing date – 12 noon Tuesday, 10 September 2024

Job Reference Number: 18/24

Responsible to: Head of Operations



About the Church of Scotland

The Church of Scotland is a national Church providing ministry, care, witness and service across the whole of Scotland and engaging in other parts of the UK and across the world. It has been a significant part of the life of Scotland for more than 450 years. As well as providing worshipping communities of faith that testify to the truth and relevance of the Christian faith, it also plays a significant part in community life of Scotland in a variety of ways and adds significantly to its social capital.

The Church of Scotland today works in partnership with others, including churches from around the world, ecumenical partners, interfaith networks, charities and individuals. It engages with Government and civic society, believing that the Good News of Jesus is relevant within the spheres of politics and decision-making, as well as in our local communities and congregations.

Central Services Committee

Providing the support functions to the Church and to the Councils of the Church, the Central Services Committee (CSC) recruit for areas such as Central Properties, Human Resources, IT, Law and Office Management.

Central Services also supports recruitment for the Office of the Assembly Trustees, the Office of the General Assembly, Faith Action Programme, as well as other committees, to provide support in areas of administration, outreach and strategy.

As staff working in the national offices of the Church of Scotland we aim to provide excellent professional services to support the work of the wider Church and its Forums, Committees, Presbyteries and Congregations throughout Scotland, the United Kingdom and across the world.

Our six values, in equal order of importance, are:

Grace - Acting with humility in all our endeavours

Integrity - Acting with honesty, responsibility and accountability

Respect - Valuing others, ensuring inclusiveness and equality

Professionalism - Demonstrating commitment and striving for excellence

Collaboration - Working together to connect and communicate in an open and transparent environment

Innovation - Thinking creatively about building for the future and embracing change

We are committed to each of our six values in all that we do and this informs our attitude to working together.



OUR VALUES

GRACE
INTEGRITY
RESPECT
PROFESSIONALISM
COLLABORATION
INNOVATION

About the Scottish Storytelling Centre

The Scottish Storytelling Centre (SSC) is a vibrant arts venue on the Royal Mile in the heart of Edinburgh which features a year-round programme of live storytelling, theatre, music, exhibitions, workshops, family events, and festivals. It develops and delivers a packed programme of theatre and storytelling for the Edinburgh Festival Fringe every August and is the hub for the Scottish International Storytelling Festival in the latter half of October.

SSC is also home to John Knox House which dates back to 1470, which makes it and Moubray House attached, the oldest original medieval building surviving on the Royal Mile. The house is associated with one of the most dramatic and turbulent times in Scottish History – the Scottish Reformation – and is now a museum where visitors can learn about this time and some of the best-known inhabitants including John Knox himself.

The Scottish Storytelling Centre represents a partnership between the Church of Scotland and Traditional Arts and Culture Scotland (TRACS), our programming partners. TRACS brings together Scotland's performance traditions – storytelling, music and dance – to encourage and support collaboration across art forms, and effectively promote traditional art activities, developing partnerships with organisations that can benefit from our resources.



Role description

Title of Post:

Visitor Services Manager

Responsible to:

Head of Operations

Purpose of Post:

To ensure a high level of customer service to all visitors and customers of the Scottish Storytelling Centre and effectively manage a small team of permanent and temporary staff.

Main Duties

- You will work with the Visitor Service team and other colleagues to ensure a high standard of visitor welcome to museum guests, event audiences, retail customers, corporate clients and all other visitors to the Scottish Storytelling Centre and John Knox House.
- Identifying and implementing strategies to provide an excellent Visitor experience.
- Review operations in line with Visit Scotland Quality Assurance grading guidelines to ensure a high star rating.

Line Management

- Managing permanent Visitor Service Officers and temporary festival staff
- Involvement in the recruitment process for full time and temporary staff.
- Produce training material and induct and train staff (including fire evacuation and health and safety training).
- Carry out all functions of a line manager, including performance and development reviews, and ensure all daily tasks are completed.
- Prepare staff rotas and ensure suitable staffing arrangements are in place for events.

General Administration

- Provide administrative support for the work of the Centre.
- Order and maintain office supplies and hygiene products.
- Edit and update relevant information on the website.
- Assist with notetaking at relevant meetings.



Duty Management (on a rota basis)

- Be responsible for opening and closing the building.
- Have overall responsibility for health and safety of all users of the building.
- Oversee building maintenance.
- Be part of the call-out list for emergency call outs (intruder alarm and fire alarm) alongside Head of Operations, Operations Manager and Box Office and Programme Manager
- Liaise with Café management.
- Provide ad hoc reception desk cover, including customer service, Box Office, museum admissions and retail.
- Physical set-up of events.
- Manage events and liaise with performers.
- Work in line with the Centre's environmental policy and take direction from the staff guidelines.

Venue Hire

- Working alongside Head of Operations and Operations Manager;
- Attend to any initial queries and meet with potential clients.
- Process subsequent paperwork and electronic diary management.
- Ensure adequate catering facilities, liaising with Café management.
- Ensure adequate technical support, liaising with theatre technicians.
- Ensure adequate cleaning of spaces used, liaising with contracted cleaners.

The post is based at the Scottish Storytelling Centre in Edinburgh and weekend and evening work form a necessary part of the working week.

The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile.



Person Specification

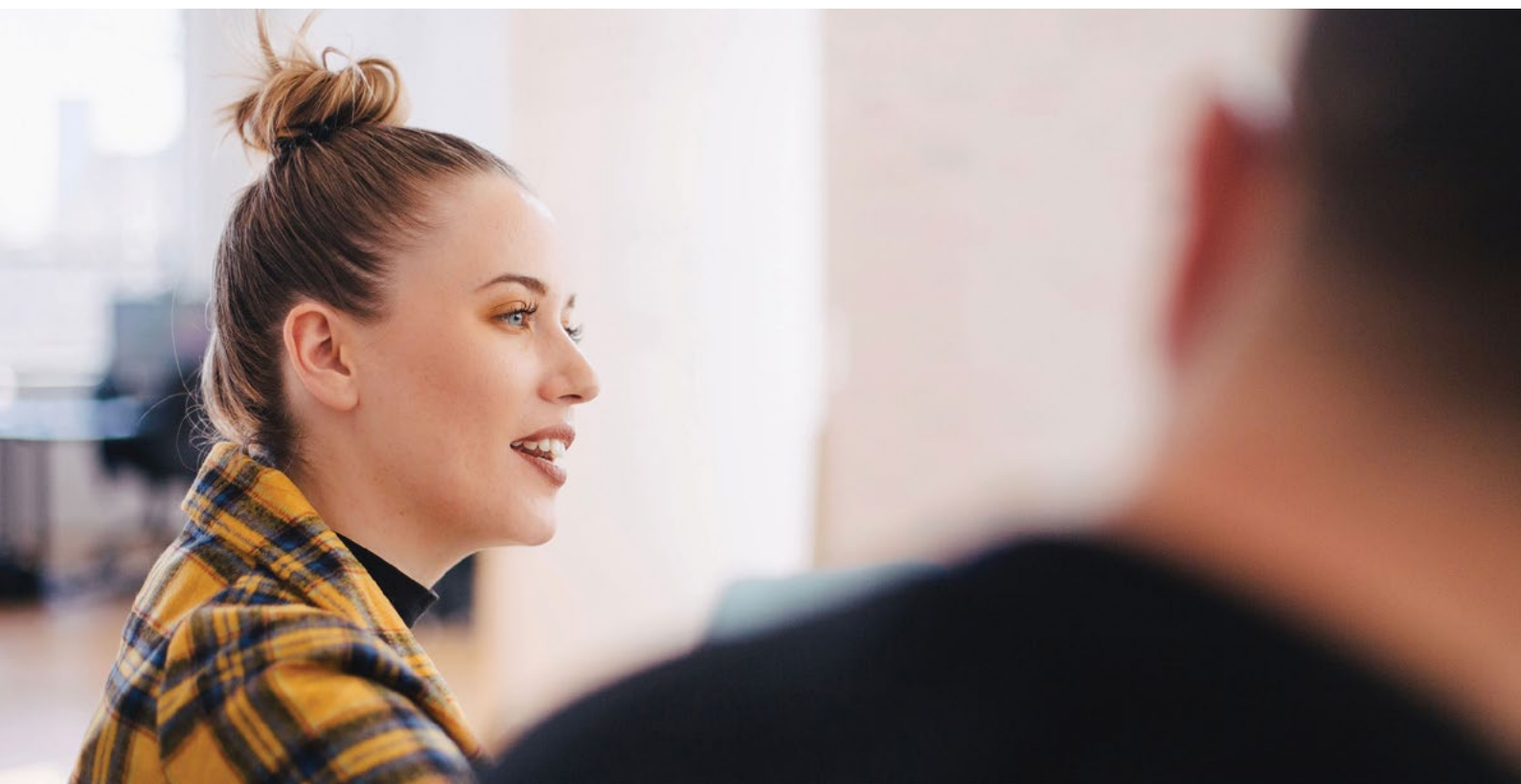
As well as having significant customer facing experience, ideally in a similar industry, the successful candidate will also have:

- Excellent organisational skills with the ability to manage a variety of tasks / projects simultaneously and under pressure
- Excellent communication and interpersonal skills and the ability to provide a high level of customer service at all times.
- Experience of line managing a team of staff
- Able to offer a consistently excellent level of customer care
- Adept at coordinating all aspects of events
- Ability to work competently with minimum supervision
- Proficient IT skills including Microsoft word, Outlook and databases
- Self-motivated and capable of using own initiative
- Flexible and adaptable approach to work
- Enthusiastic team worker with excellent interpersonal skills
- Ability to deal with customers in an efficient, professional and courteous manner
- Diplomatic and adept at conflict management

It is also desirable, however not essential that the candidate will have:

Knowledge of the Storytelling Centre's work and wider traditional arts activity

Applications will be assessed in respect of the above criteria.



Employment Benefits

As a member of staff within the CSC, you will be able to access a number of benefits. All eligible CSC employees will be automatically enrolled into a defined contribution pension arrangement where you will be auto-enrolled at the default rate of 2.5% employee contribution and 14% employer contribution. You will have the option to reduce your contribution or opt out of the scheme.

Current Pension Contributions

Employee Contribution	Employer Contribution
0%	11.5%
0.5% and less than 2.5%	11.5%
2.5% and above	14.0%

You will also have access to our Employee Assistance Programme, Occupational Sick Pay, enhanced family friendly policies, Flexible Working Policy, Hybrid Working Policy, Cycle to Work Scheme, Chaplaincy Service and Death in Service Benefit.

Terms and Conditions

- The salary scale for this post is £29,033 - £32,025 per annum. The successful applicant will start on point 1 of the scale and will progress on an incremental basis on 01 July of each year.
- This is a fixed term contract until 31 December 2025
- Working 35 hours per week on a flexible rota which will include evenings and weekends.
- There are 26 days annual paid leave in each full holiday year which runs from 1 January to 31 December. Entitlement is based on full weeks worked. This provision increases to 31 days after five years' service. There are also nine statutory holidays – three of which are floating days.
- The successful applicant will have the opportunity to join a defined contribution pension scheme.
- It is essential you have the right to work in the UK before applying to work with us. You will be asked to provide proof of your eligibility to work and remain in the UK if you are invited to attend for an interview.
- In order to comply with the Asylum and Immigration Act 1996, the successful candidate, will be asked to provide document(s) confirming their eligibility to work in the United Kingdom.
- An employment medical check will be undertaken as part of our recruitment process.

For a confidential discussion regarding the role, please contact Ásta Ásbjörnsdóttir, asta@scottishstorytellingcentre.com

How to Apply

Applications should be sent by email to **recruitment@churchofscotland.org.uk** and must be received by 12 noon on the closing date.

Applications should comprise:

- A personal statement, outlining how your skills, experiences and personal qualities match the requirements of the role outlined in the job description. Please provide reference contact details for your last two periods of employment (this would normally be your direct line manager/supervisor). If you have had more than two employers in the last three years, please provide referee contact details for that period. References will not be contacted until later in the process.
- A full CV, including educational and professional qualifications alongside a full employment history showing positions held, responsibilities and relevant achievements.
- A personal information form, to be downloaded and attached.
- Applications without a CV, personal statement and personal information form will not be taken forward in the process.

Each document should be a maximum of two sides of A4. For more information on any of our roles, please contact **recruitment@churchofscotland.org.uk**

