

## **Tomintoul & Glenlivet Development Trust Job Description**

**Job title** – Tomintoul & Glenlivet Discovery Centre Supervisor

**Location** – Tomintoul & Glenlivet Discovery Centre, The Square, Tomintoul

**Employer** – Tomintoul & Glenlivet Development Trust

**Report to** – Development Manager

**Tomintoul & Glenlivet Discovery Centre is an exciting new attraction in Tomintoul. The centre which has been fully refurbished provides visitors with a modern interpretation of our communities natural and cultural heritage and be the first port of call for visitor information and advice. The new centre includes a digital community archive, a Virtual Reality experience and displays telling the stories of our communities and highlighting the best things to see and do. The centre depends on volunteer help, donations and income generated through retail and other means to sustain itself.**

The Tomintoul & Glenlivet Discovery Centre Supervisor will be responsible for the successful operation of the Discovery Centre to an agreed set of business indicators. This will involve supervising staff and volunteers, stock control and ordering, customer service skills and experience, cash handling experience. A creative and entrepreneurial streak and ability to identify and maximise business opportunities would be an advantage.

**Description of business** – Tomintoul & Glenlivet Development Trust is a community-led regeneration company based in the Cairngorms National Park, North East Scotland. It was established in 2012 to address the economic decline in the area and has developed a wide range of projects from a community broadband scheme to a £500k museum refurbishment. The Trust has 310 members and two full time and two part time members of staff.

### **Key responsibilities**

- Report regularly to the Development Manager and TGDT board on the operation of the centre to an agreed set of indicators
- Support and supervise centre staff and volunteers including preparing the rota and identifying staff and volunteer training needs
- Identify business development opportunities for TGDT approval, implement and monitor to an agreed set of standards
- Retail management and development; undertaking stock control, merchandising and promotion of products to increase visitor retail spend
- Raise the profile of the centre locally and regionally as a visitor attraction and resource through social media, word of mouth online media and blogs
- Manage the reconciliation of banking for the Discovery Centre
- Identify and secure additional local crafter suppliers, manage crafters stock, reimbursement and relationships
- Identify and secure temporary exhibitions fitting in with the seasons, local and regional events and complementing the craft retail
- Support volunteers helping run the centre with training, advice and by creating a welcoming and inclusive working environment
- Responsibility for keeping the Discovery Centre clean and maintained, reporting and resolving health & safety and maintenance issues
- Promote trust services, events, local businesses and activities, encouraging visitors to stay in the area for longer
- Support other staff and organisations in the delivery of events within the centre
- Any other tasks required to support the running of Tomintoul & Glenlivet Development Trust

## Skills & experience

Essential	Desirable
Experience of working in a small team	Experience of leading a small team
Knowledge of local area and businesses	Passion for Scotland as a destination
Excellent Customer Service Skills	Experience of working in a retail environment
Excellent Administration Skills	Experience of working with volunteers
Reliable and honest	Experience of working within a community focussed organisation
Self-motivated with ability to work on own initiative	Experience of working in a heritage centre or attraction
Willingness to learn	
IT Skills, including Microsoft Office, Excel, social media	
Excellent Numeracy Skills	

## Hours

The Discovery Centre will be open 10am – 5pm daily. Expected hours are 16hrs per week on rota, weekend and Bank Holiday working will be required and additional hours may be available.

The post is initially from 11<sup>th</sup> March to 27<sup>th</sup> October 2019 but may be extended / made permanent

**Salary** – £10.33 p/h

## Annual Leave

There is an annual leave allowance of 20 days per annum pro rata, in addition, all staff receive 8 public holidays per annum pro rata

## Application Process

To apply for the position of Tomintoul & Glenlivet Discovery Centre Supervisor please complete an application form and return to address below. CV will not be accepted

Closing date for receipt of applications is **5pm Monday 28<sup>th</sup> January** Interviews are scheduled for the **7<sup>th</sup> February**

## Additional Information

For informal enquiries regarding this position please contact Oliver Giles – Development Manager, Tomintoul & Glenlivet Development Trust

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E: [oliver@tgdt.org.uk](mailto:oliver@tgdt.org.uk)

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