

Delivering for Excellence

Visitor Services Supervisor, Grade 3

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role.

Stewardship

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:

- Managing and delivering day to day operations including creating/updating rotas to ensure the effective use of resources onsite or remotely
- Assisting in the development of the office as a highly effective customer service team by monitoring the performance and outputs to agreed standards
- Providing a positive public-facing impression to service-users and managing day to day operations by carrying out daily checks of the Main Hall, tour routes and public areas before opening

And in delivering these you will have:

- Excellent attention to detail, awareness of the working and visitor environment and how the services and facilities we provide create a first and lasting impression of the Parliament
- Sound analytical skills, creativity and good judgement to inform decisions both about your own responsibilities and those of others
- Ability to manage the systems for booking and receiving visitors on a day to day basis
- The ability to approach problems you face in a politically sensitive way, always maintaining confidentiality and ensuring the security of data

Excellence

Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Serving and advising the public and passholders directly in a friendly, welcoming manner, explaining and encouraging use of our services and facilities and advising on public engagement opportunities
- Providing guided tours and short talks to the public, as necessary, to required standards.
- Assisting in the financial administrative functions required and assisting in VS retail functions as necessary
- Acting as first point of contact for visitor feedback or complaints, acting with confidence to achieve resolution or successful outcome, seeking support from your Manager as appropriate

And in delivering these you will have:

- A thorough understanding of good customer service and current visitor destination standards, including our benchmarked VisitScotland accreditation criteria
- A willingness to engage with diverse visitor groups, speaking effectively with confidence on a range of subjects in public forums.
- A pro-active approach to your own work, the service you provide; and that of your team
- Confidence in making decisions on services and visitor feedback, through a thorough understanding of how the Parliament works and our public engagement directives

Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Meeting and greeting people attending Parliament on official business, or visitors to the building, ensuring their connection with us is positive and accessible from first contact
- Understanding the varying needs of building users and the wide range of services and facilities which support their engagement with the parliament and visits to the parliament building
- Developing new visitor engagement activities through inter-office working and project development, to ensure the visitor experience is genuinely to a world-class standard

And in delivering these you will have:

- An ability to take account of others' needs when delivering a service and using a proactive approach to ensure expectations are being met
- Awareness of differing requirements of visitors and stakeholders and is approachable and sensitive towards others
- The ability to form effective and supportive working relationships within the team and beyond, showing flexibility in taking on different team roles and helping others

Inclusiveness

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Arranging meetings, visits and events, including requesting and issuing documentation, assisting in the editing and publishing of documents, drafting agendas and taking and issuing minutes
- Assist in the development of the visitor experience as an inclusive, welcoming environment, through contributing to the development of our accessibility and engagement policies
- Management and development of around 5-6 staff, including training, performance management and regular day to day supervision of the team

And in delivering these you will have:

- Excellent time management and organisational skills and ability to work under pressure and to tight deadlines to meet team's service level agreements
- An awareness and understanding of the issues requiring policy creation/development regarding accessibility and inclusivity requirements.
- A coaching style of leadership which empowers and encourages high performance and creativity, encouraging colleagues with various needs, to perform to the best of their ability

Eligible to Apply

- Scottish Parliamentary Service staff who have the skills/experience/qualifications required and have passed their probation.
- Agency workers engaged by the SPCB who fall within the scope of the Agency Worker Regulations; have been on assignment for 6 months by the advertised closing date; and provided their assignment will continue for the period of the recruitment exercise. Any appointment will be subject to the satisfactory completion of our pre-employment enquiries. Agency workers should also seek permission from their line managers before applying.

If you have any questions about your eligibility to apply for this vacancy, please contact the HR Office on 86500.

Other information

Line managers are asked to bring this advert to the attention of their staff (particularly those on leave or those who may not have access to the website) as soon as possible and certainly before the closing date for receipt of applications. It would be helpful if line managers ensure that all staff have access to a PC to enable them to complete their application and that staff are given a reasonable amount of time to complete it.

We intend/ on holding a reserve list following interviews.

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