

National Trust enhances workforce consistency and engagement with Fourth.



Fourth empowers National Trust teams with streamlined scheduling, improved communication, and greater workforce visibility across diverse locations.

Improved workforce visibility

Reduced staff turnover

Enhanced team engagement

Working with Fourth has brought greater consistency, professionalism, and clarity to our workforce processes. Giving teams easy access to their rotas has improved communication, boosted engagement, and created a more positive experience across our sites."

Frances Brennan
Head of Operational Development, F&B
 National Trust



Customer Profile:

The National Trust is Europe's largest conservation charity, caring for historic houses, gardens, coastlines, and countryside across England, Wales, and Northern Ireland. Its diverse portfolio includes a wide network of cafés and hospitality venues serving millions of visitors each year.



Customer: National Trust

Industry: Heritage & Hospitality **Locations:** 397 **Employees:** 4,000+ **Fourth Solutions:** Workforce Management



Challenges Faced:

Operating across hundreds of unique and often complex locations, the National Trust required a consistent and professional approach to workforce management. Scheduling and workforce processes varied between sites, creating inefficiencies and limiting visibility across the organisation.

Internal systems were equally complex, requiring significant effort to manage and maintain. The Trust sought a flexible, scalable solution that could adapt to the individuality of its cafés while modernising workforce practices, improving communication, and enhancing support for its teams.

Solution:

The National Trust partnered with Fourth to implement a workforce management and scheduling solution tailored to its diverse estate. Fourth provided a flexible platform capable of adapting to varied operational requirements while introducing consistency and clarity across locations.

Teams gained easy access to rotas via the Fourth mobile app, empowering colleagues to manage their schedules more effectively. Throughout the migration, Fourth’s collaborative and supportive approach helped streamline internal processes, simplify system complexities, and enable the Trust to modernise its workforce operations while maintaining a strong focus on delivering exceptional visitor experiences.

Results Achieved:

By implementing Fourth’s workforce management solution, the National Trust enhanced operational consistency and employee experience across its hospitality estate:

- Reduced staff turnover
- Increased employee engagement
- Improved communication and rota accessibility
- Streamlined and simplified workforce processes
- Greater consistency and professionalism across sites

[Find out more about Fourth’s Workforce Management Solutions](#)