

JOB DESCRIPTION

POSITION	Whitelee Visitor Centre Manager
REPORTS TO	Customer Experience Manager
DEPARTMENT	Whitelee
DIRECT REPORTS	Assistant VC Manager, Tour Bus Driver, Science Communicators and Catering Assistants

VISION, MISSION AND VALUES

Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful, and supportive community for everybody.
- **We innovate** by being proactive, inquisitive, and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

ROLE PURPOSE

To effectively lead and deliver Glasgow Science Centre's contracted management and operational responsibilities for Whitelee Visitor Centre (WVC) to meet the shared strategic objectives of the owner, Scottish Power Renewables (SPR) and Glasgow Science Centre (GSC), including the day to day management of the operational team, sub-contractors and also acting as a lead contact with SPR and assisting in the preparation of regular progress reports.

KEY RESPONSIBILITIES

- In conjunction with SPR and GSC to develop, share and deliver the agreed vision, mission, and values of WVC.
- To work with SPR and GSC marketing teams to develop plans to maximise both public and education visitor numbers to WVC.
- To assist the Assistant Manager in working with the GSC Science Team to develop and deliver an appropriate high quality science learning programme for education, public and corporate visitors.
- To lead, train, develop and evaluate an innovative high performing and effective operational team to deliver high quality customer service to maximise customer satisfaction levels and be accountable for their development and performance.
- To ensure appropriate and effective systems are in place for monitoring team performance against agreed operating budgets and objectives.
- To ensure all human resources obligations are met, including recruitment, induction, mentoring, PDR's, disciplinary and grievance and create a positive working environment through communication.
- To ensure effective communication takes place such that all parts of the business can act timeously to support planned and changing service demands.
- To promote, develop and enhance continuous improvement, business development, flexibility, adaptability, and innovation.
- To continuously update long term plans to develop and enhance the customer experience.

- To produce monthly progress reports and assist in the preparation of quarterly progress reports for SPR/GSC.
- To ensure financial reporting responsibilities are met fully and timeously.
- To control all costs for purchasing, wastage etc in line with budgetary requirements.
- To implement and manage stock control systems and re-ordering procedures to protect gross profit margins.
- To ensure that all cash handling, banking procedures, supplier payment and other financial control systems are operating efficiently and comply with GSC’s financial and accounting policies.
- To ensure that all staff and operations meet legal requirements for food hygiene and other health and safety requirements.
- To deal with emergencies, taking control and action when required if an evacuation of WVC is necessary.
- To implement the GSC Customer Service promise. Offer a fun, safe and welcoming environment to all customers.
- To provide an integrated, co-ordinated, and professional level of service to all customers at point of contact.
- To work within the standards of the GSC’s health and safety policy and any specific requirements relating to WVC.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and GSC.

PERSON SPECIFICATION

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Leadership and Management experience, demonstrated within a similar role	X	
Project Management experience		X
Budgetary management and commercial awareness	X	
Excellent communication and interpersonal skills	X	

Excellent customer service skills and delivery	X	
Experience of collaborative working with internal and external stakeholders	X	
Excellent organisational skills with efficient ways of working	X	
IT Skills – Microsoft 365 including Office, Teams and SharePoint	X	
Marketing and communications knowledge		X
Personal Qualities		
<ul style="list-style-type: none"> • A high degree of commitment to SPR/ GSC’s vision, mission, and values • A passion for excellence, creativity, and innovation. • Ability to display an inclusive approach when working with a diverse range of people and customers. • A flexible approach to meet the overall deadlines and needs of SPR and GSC. • Able to work flexible days / hours (including most Weekends / Bank holidays / Evenings). • Driving license or ability to arrange own travel is desirable as the Whitelee Visitor Centre is located remotely with no transport links. 		