



JOB DESCRIPTION

TITLE:	Head of Operations
REPORTS TO:	Chief Executive Officer
CONTRACT:	Full Time, Maternity Cover
HOURS:	37.5 hours per week; 5 days from 7

Main Purpose of Job

The Head of Operations will be responsible for the strategic development and implementation of Aberdeen Science Centre's day-to-day operations and projects. Ensuring effective use of resources, exhibits, programmes and activities, the role will successfully direct and implement ASC's objectives to ensure its strategic aims are achieved.

Reporting to the Chief Executive Officer, the Head of Operations is responsible for leading and managing the performance of the operations team. They are also responsible for directing the public programmes and events and managing the infrastructure and health & safety of the centre to deliver an engaging and inspiring visitor and educational attraction that is second to none across the North of Scotland.

As a member of the senior management team the Head of Operations will also be an integral part of supporting and driving forward ASC's strategic plan and ambitions and will deputise in the CEO's absence.

As the Head of Operation's direct reports and responsibilities are spread across 7 days, the postholder will be expected to work flexibly to support their team. This will require the post holder to undertake both weekend and evening work as appropriate to fulfil their duties.

Main Duties and Responsibilities

General

- Work collaboratively with the senior management team, taking responsibility in the delivery of 5-star visitor experiences, the strategic aims of the business and financial performance against budgets.
- Work with the CEO and the senior management team to develop the operational plan based on ASC's strategic objectives.
- Manage the visitor attraction operations to bring inspiring and engaging exhibits, workshops, shows and content to ASC's physical and virtual visitors.
- Liaise with the café management to ensure seamless operations between the café and ASC.
- Lead, motivate, support and inspire, creating a positive, performance driven team environment that results in excellent visitor experiences in all aspects of the business.
- Develop partnerships to support present and future operations.
- Responsible for ensuring all Health & Safety requirements are undertaken, implemented and routinely reviewed.



- Write and submit funding applications, implementing and reporting on all successful agreements.

Management

- Effectively manage the performance and ongoing development of the operations teams and volunteers.
- Develop and deliver training solutions for operational teams based on individual and business needs
- Set and deliver service delivery standards that ensure all teams achieve the quality required by the business and customers
- Plan and manage the people resource for the business, liaising with team members to ensure all areas are covered.
- Manage and deliver results for all special projects including sourcing, delivery, budgets, analysis and reporting.
- Co-ordinate and contribute to the development and delivery of special Project events.

Health & Safety, IT and Legal requirements

- Deliver compliance with all rules, regulations, laws and procedures that govern the business
- Develop, implement and maintain an effective HSE management system that complies with the law, best practice and guidance.
- Responsible for all HSE reporting including to the Board and H&S partners.
- Be responsible for significant budgets; acting as a budget holder for all budgets appropriate to the role.
- Liaise with other team members regarding relevant ongoing projects.
- Liaise with external support team to ensure all IT issues are effectively dealt with
- Plan and organise visitor centre setup and layout

Miscellaneous

- To ensure that all work supports the Core Ideology of the science centre.
- To share good practice initiatives both locally and nationally.
- Pro-actively manage own ongoing development
- Act as an outstanding ambassador for Aberdeen Science Centre both locally and further afield.
- Weekend and evening work is expected.
- Any other duties as deemed appropriate and reasonable (e.g., duty first aider)

All science centre staff are expected to:

- Perform their own general clerical duties including, but not limited to, typing, copying, mailing and filing.
- Ensure all current legislation including but not limited to GDPR and Health and Safety is followed at all times.
- Maintain confidentiality in all aspects of client, staff and agency information.
- Consider the day to day environmental impact of their work and act to reduce accordingly i.e. turn off unwanted lights, reduce paper usage etc
- Follow any other reasonable duties as assigned by their line manager or Chief Executive.
- To attend conferences and other learning opportunities as required.



The above is intended to provide a clear but concise statement of the present MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties. As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post mentioned above.

Aberdeen Science Centre reserves the right to amend the Job Description in consultation with the employee.

Aberdeen Science Centre pursues a policy of equal opportunities in the appointment and promotion of staff.



PERSON SPECIFICATION

- Educated to degree level (or with equivalent demonstrable experience in the field).
- Proven record of successfully applying for fundraising/producing fundraising proposals.
- Desire to work within the charity sector.
- Creative and innovative approach to work.
- Excellent attention to detail.
- Confidence with ICT, with an ability to keep up with advances in technology.

Essential Competencies

- Excellent organisational skills with the ability to support and direct others to achieve similar levels of organisation.
- Demonstrative ability to be an excellent line manager, supporting, directing and coaching staff as required to get the best out of them.
- Excellent written and verbal communication skills and ability to liaise effectively with a variety of sectors.
- Knowledge, understanding and experience of delivering successful strategic and operational strategies.
- Excellent understanding of statutory health and safety requirements. IOSH qualification (or similar).
- Ability to work unsupervised, on own initiative or as part of a team
- Knowledge and competence in ICT including MS Office suite, cloud based software and other specific software. Ability to learn new ICT applications and equipment.
- Ability to work to tight deadlines and organise own schedule.
- Commitment to continuous professional improvement and development.

Desired Competencies

- Previous experience in a customer focussed environment.
- Previous experience of writing and delivering strategic plans and objectives
- NEBOSH Qualification.
- Driving license and access to a car.