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| <b>Role:</b> Operations Manager – Aberdeenshire North | <b>Region / Department:</b> North East Region  |
| <b>Reports to:</b> Regional Director                  | <b>Pay Band:</b> Grade 5 Upper £46,585 - £51,581 pro-rata, per annum & EBCU £3,800 per annum |
| <b>Location:</b> Aberdeenshire North                  | <b>Type of Contract:</b> Permanent, full time  |
| <b>COST CENTRE:</b> 3HAH                              | <b>ACTIVITY CODE:</b> DMZ  |

## **JOB PURPOSE**

The purpose is to deliver, develop and optimise property facilities and services to our members and visitors in line with the Trust’s core purpose, principles, priorities, rules, and performance standards in relation to:

- Regional properties;
- Special & priority projects;
- Conservation of the properties and contents;
- Promotion of heritage related to the properties;
- Visitor experience;
- Financial sustainability; and
- Staff and volunteers.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

Based across the Aberdeenshire North properties, reporting to the Regional Director for the North East Region of the Trust’s *Built Heritage* properties. The role is the operational lead and accountable manager for the leadership of the cluster of properties, working collaboratively with the property teams in support of development and strategic direction.

Responsible for effective people, operations, and budget management within the context of the strategies, policies, procedures, and rules of the Trust. Further, and in relation to this, ensuring the properties are managed consistently and professionally and to the required standards.

A visible and senior management role where, in addition to the general operations management of the properties in pursuit of their aims and objectives, the post holder will be responsible for the development of the properties operating business planning process (working with the Property Teams and Business Manager for the Region who oversees this process) and utilising key sources of information and needs (e.g. conservation management plan; visitor/market research) to present effective and accountable operational budget and plans that underpin property financial performance, visitor experience, conservation delivery, reputation and maintenance.

Inputting and overseeing the operational development of the property cluster including Haddo House, Pitmedden Garden, Fyvie Castle and Castle Fraser. Constantly and consistently leading the development of visitor services excellence, commercial and enterprising activity, and change, ensuring place and content is engaging through interpretation and services and is the general custodian of its conservation and educational obligations.

Assisting the Regional Director with the management of the local Members Centre relationship.

Taking a lead role in the planning, co-ordination and opening of any new projects, working closely with the Regional Director, Fyvie Project Director, advisory panels, and regional team.

The Operations Manager's responsibilities include:

- Financial management for the cluster, holding detailed and up to date awareness of property positions in partnership with the Business Manager;
- Develop effective operational plans;
- Lead the provision of excellent internal and external customer service and visitor experience;
- Actively lead and promote a safe working environment, where the health, safety and wellbeing of visitors, staff, volunteers, and contractors come first. Working with the regional management team to ensure compliance across all relevant areas;
- Develop and maintain a detailed understanding of the conservation principles and how they underpin our work. Building a strong working knowledge of the significance, character, and profile of each property;
- Foster positive and productive relationships with internal and external stakeholders;
- Understand and cascade the Trust's strategic objectives and values into local plans and objectives.

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Qualifications**

- Graduate or equivalent essential; post-graduate studies in heritage or business management desirable.
- A full, clean driving license for driving in the UK is essential.

### **Experience**

- Extensive experience in large-scale visitor attractions and events;
- Direct experience of property / multi-site operational supervisor or management where customer services and trading are primary features (e.g. retailing, hospitality, foods, theatre, events, leisure);
- Team management, mentoring, facilitating and coaching experience. Formal operational management training within services environment desirable;
- Demonstrable experience of business development and business planning, notably: revenue development, partnerships and affinities, new trading, concept development, change management, events programs;
- Effective stakeholder management experience, notable examples: media, funding sources, local government;
- Demonstrable experience of managing Health and Safety in the workplace; formal training or personal development in this area desirable;
- Experience of responsibility for marketing and promotional planning and delivery, or participation in marketing and promotional initiatives;
- Heritage, theatre, events sector experience highly desirable.

### **Behaviors and Values**

- Creates a positive and innovative atmosphere which encourages people to commit themselves to the task in hand and where necessary, go beyond the call of duty in order to achieve key objectives;
- Smooths relationships when difficult circumstances prevail and develops a culture of trust;
- Generally, motivates people to give their best results, praising them when things go well and appraising them of improvements which can and should be made;
- Takes decisions as appropriate whilst at the same time ensuring others do likewise;
- Continually seeks out opportunity, practicing and encouraging a culture of excellence;
- Seeks ways of perfecting things, raising standards, reducing errors, and overcoming omissions;
- Provides the best solutions in terms of quality and cost;

- Brings a sense of urgency to situations, demonstrate an active approach, be willing to get involved to increase the pace and achieve goals and objectives.

## **DIMENSIONS AND SCOPE OF JOB**

### Scale

- Operational responsibility for managing four sites in Aberdeenshire: Haddo House, Fyvie Castle, Pitmedden Garden and Castle Fraser.

### People Management

- Directly line manage eight members of staff; wider cluster team of around 60 members of staff and over 100 volunteers;
- Lead multi-disciplinary teams including visitor services, collections care, retail, catering, events, and gardening;
- Proactive management style, in conjunction with the People Team, to promote a positive, engaged and effective working environment across the cluster;
- Work closely with regionally based specialists such as conservators and buildings surveyors;
- Lead and inspires the wider team, including property staff and volunteers through on-going activity as well as when the management of change is required.

### Property Management

- Take the leading role in the delivery of property performance. Under the guidance and supervision of the Regional Director, the Operations Manager is central to ensuring focus on delivering against property plans and objectives and will assume responsibility for effective direct leadership where required or cross-functional management;
- Act as a two-way conduit and facilitator between properties and Trust central services and specialists, to ensure necessary progress in relation to property plans (and other plans as appropriate), projects and overall alignment of work and activity in line with Trust standards and requirement;
- Support property staff in maintaining positive and productive relationships with local community, tourism, culture and heritage bodies and stakeholders. Support the teams to seek out new productive relations, whether locally or more widely for the benefit of the property. Act as an external networker and advocate for the property, with membership of appropriate external bodies in the property's geographical area, or through the regional management team;
- Play an active part in the on-going development of conservation management plans, working cross-functionally with regional management colleagues and with consultancy services specialists, either: those assigned to their region and including curatorial, conservation and estates management staff, or; nationally based technical and functional services and including for example, archaeology and nature conservation;
- Responsible for the process of business and operational planning for their properties.

### Financial Management

- The Operations Manager is the business leader for the properties and working with the support of the Visitor Services Manager, Property Teams and Commercial Enterprises team will plan and deliver innovative product and sales opportunities, integrated with the heritage site and particular visitor profile for that property / market.

### Health, Safety and the Environment

- Undertake duties under the Health and Safety Policy, risk assessment and compliance including convening and chairing a group Health and Safety forum if applicable. Ensure effective support is achieved from Health and Safety/compliance advisors/coordinators assigned to the region and ensures property staff and volunteers adhere to their obligations in line with stated Trust systems, policies, procedures and

approaches to ensure the health, safety and environment under the Health and Safety policy and their job description.

#### Strategic Development of the NTS

The Operations Manager leads, champions, and supports the strategic development of the Region, through participation in national initiatives, projects and working group activity as required and appropriate.

This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role may involve regulated work with children and/or vulnerable adults.

**The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.**

#### **Applications:**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by Sunday 4th August 2024

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"

#### **NE Region Structure 2024**

