

Role: Business Manager	Region / Department: North East
Reports to: Regional Director (North East)	Pay Band: Grade 5 Upper, £46,585 - £51,581 PRO-RATA, PER ANNUM
Location: North East Regional Office (NERO)	Type of Contract: Permanent / Full Time
COST CENTRE: NERO 2415	ACTIVITY CODE: DMZ

Scope of Role and Responsibilities

The Business Manager role is responsible for a range of performance management including Key Performance Indicators, revenues and costs, business planning, resource planning, business analysis and compliance management. They work on behalf of the Regional Director and across Conservation and Policy, Audiences & Support and Financial Planning and Analysis directorates.

The role reflects the devolved emphasis within the NTS and ensures business units and regions are optimising their use of resources, revenue performance and delivering efficiencies. It has specific responsibility, under the leadership of the Regional Director, for the coordination, production and subsequent monitoring and assessment of business plans and developing and producing management information. The Business Manager will lead corporate governance and policy within the region.

Their key responsibilities cover the following areas:

- Trading performance and customer insight; business analysis
- Employment and payroll management
- Market analysis (competitive, trends)
- Business development appraisals (product, events, capital projects)
- Cost analysis and appraisals (operating costs, supply, project, resources)
- Resource planning (technical services, contractors, internal resourcing)
- Project planning and appraisals (conservation and commercial)
- Process analysis and continuous improvement
- Business planning
- Commissioning and appointments of contracted services
- Management information and reporting within the Region/Group
- Inventory planning and control: retail, foods services, property supplies.

The Business Manager ensures compliance with corporate governance and policy frameworks. This relates to areas such as schemes of delegation, procurement policies and practice, health and safety policy and general policies (technical, regulatory and statutory, risk management). The Business Manager is therefore a business unit performance management role and corporate compliance role and represents a key appointment in how devolved management is manifested in practice through regions. The Business Manager may have delegated responsibilities for operational management within properties.

Organisational relationships and management

- Primary responsibilities for business planning and trading performance management, the role therefore requires substantial team activity, leadership and problem solving.

- The Business Manager is the 'custodian' of policy, governance and compliance within the business unit, relating to a wide range of issues such as procurement, Health & Safety, Schemes of Delegation, general policy frameworks, planning legislation, and so on.
- As a compliance and governance role, key relationships include Financial Planning and Analysis and Audience and Support directorate.

Property planning to deliver conservation and visitor strategies

- Responsibility in coordinating and producing effective annual operating plans: fundamental to the Trust's ability to deliver conservation and visitor strategies and provides a basis of continuous improvement and performance management across the properties.
- High levels of familiarity with the nature and direction of each property is required.
- Whilst decision-making and accountability for outcomes and results rests with the Regional Director, the Business Manager is central to devising plans and solutions and to ensuring plans and outcomes are assessed against their desired aims.

Stakeholder engagement

- The nature of this role is such that it is a key external facing position with contractors, suppliers and partners.
- Internally, Conservation and Policy directorate are also an important stakeholder group, with resource planning, technical advice and planning inputs essential.
- Personally, the postholder seeks out and builds positive and productive relationships and acts as an external networker and advocate for NTS services.

Operational and business management

- The Business Manager is part of the management team within each Region (Built) and will participate in general and operational management duties as required.
- This extends to duty management, decision-making, compliance (e.g. H&S, contractor management) and representing NTS.

Health, Safety and the Environment

- The Business Manager undertakes duties under the Health & Safety Policy and specifically for the effective operations of corresponding activity and environments.
- Demonstrate effective oversight of H&S activities relating to all operations in the heritage environment, ensure operational practices reflect them and, guide and advise operational managers accordingly.
- Reflect the Trust's Health and Safety systems within activities and through active coordination of procedures in practice through operational staff and managers (Risk Assessment, COSHH, HACCP and RIDDOR reporting).
- Demonstrate responsibility and accountability that all working practices are in line with the Trust's "Environmental Policy" and mindful of the Trust's obligations to minimise the impact on the environment, e.g. through efficient use of water/heat/light, recycling and the disposal of waste, considered use of transport.

Staff and Volunteer Leadership

- Promoting individual and collective responsibility for performance in all activities.
- Coaching property teams and individuals to ensure that they are fully equipped to undertake their duties to the required Trust standards and policies in relation to learning services.

Structure

- The structure of the NE region includes three clusters named Aberdeenshire North (Haddo, Fyvie, Pitmedden, Fraser), Aberdeenshire South (Crathes, Drum, Craigievar, Leith Hall) and Angus (House of Dun, JM Barrie's Birthplace, Barry Mill).
- Based centrally out of the NE Regional Office the Business Manager is supported by NE Office Manager, Garden and Design Landscape Manager, People Business Partner, Curator, Conservator, Surveyor and Ranger Services.
- Central resource including holidays, trade bookings, Health and Safety managers, catering and retail support is also provided through Head Office services.

Person Specification

Qualifications

- Graduate or equivalent essential; a post-graduate qualification in business management or finance highly desirable (e.g. MBA).
- A full, clean driving license for driving in the UK.

Experience

- Direct experience of managing a commercial or trading function where business planning and business performance management are central. This may be within a range of industries (e.g. financial services, retailing, leisure and hospitality, construction).
- Heritage or tourism experience an advantage.
- Direct experience of developing and implementing business plans within a trading environment.
- Demonstrable experience of supply chain management, procurement, contractor management across capital, professional services and inventory supply.
- Business analysis experience and advanced knowledge and understanding of financial reporting, marketing reporting and systems reporting.

Behaviours & Values

As a 'Grade 5 Upper', this role would be expected to exhibit the following competencies:

Focusing on the Customer	<i>Being focused on understanding, and getting the right outcome, for your customer (either internal 'clients' or our members, supporters and communities). This is about keeping them at the centre of your thinking and putting them at the heart of your plans.</i>
Thinking broadly	<i>Stepping back from the task in hand to plan effectively, seeing beyond your own area of the Trust and thinking broadly about the best solution or action. It includes being innovative and coming up with new and different ideas to help deliver our charitable purposes.</i>
Building trust	<i>Using empathy and interpersonal awareness to engage effectively with those around you. It is about managing yourself in challenging situations, and effectively managing relationships with others across the Trust.</i>
Communicating	<i>Building strong relationships internally and externally, and communicating effectively with colleagues, customers and external groups.</i>
Being bold & confident	<i>Taking responsibility for decision making and moving to action; being proactive, taking the initiative, and striving to get things done (within the framework laid out). It is about a drive for action, achievement and improvement.</i>
Coaching & developing others	<i>Focusing on the development of others, giving and receiving feedback effectively, and supporting others through good coaching conversations.</i>
Being flexible & agile	<i>Being able to change your behavioural style or ways of working when necessary to achieve a goal, and adjusting effectively to the needs of the situation. It includes responding to change positively and showing a willingness to try new things.</i>

The Purpose and Scope of Role, Key Responsibilities, and Qualifications, Experience, Behaviours & Values 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.

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, by Sunday 22nd September 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 Regional Structure

