

<b>Role:</b> House Manager	<b>Region / Department:</b> Highlands & Islands
<b>Reports to:</b> Operations Manager – Canna, Fair Isle and Shetland	<b>Pay Band:</b> Grade 3 Upper £28,530 - £31,519 per annum
<b>Location:</b> Canna House, Isle of Canna	<b>Type of Contract:</b> Permanent, Full Time
<b>COST CENTRE:</b> 3CAN	<b>ACTIVITY CODE:</b> VSZ

## **CONTEXT**

The Isle of Canna is part of the Small Isles, located 19 miles off the coast of Mallaig, Western Scotland. It is owned and managed as part of the Trust's Highland & Islands regional portfolio. The Trust works closely with the island's small and vibrant community. Canna is celebrated for its unique natural and cultural heritage, attracting approximately 10,000 visitors annually to explore its rich archaeological sites, diverse marine environment, abundant wildlife, and fascinating history.

Canna House has recently undergone a substantial restoration project and will reopen in 2025 after a period of closure. It houses an internationally significant Gaelic archive and collection, gifted to the Trust in 1981 by John Lorne Campbell and his wife, Margaret Fay Shaw.

## **JOB PURPOSE**

The role of the Canna House Manager is to coordinate and deliver visitor services while developing sustainable ways to showcase the cultural heritage of Canna House and its island setting through outreach and engagement programs. The manager contributes to the conservation and development of the property, ensuring it is appreciated and understood by visitors, the local community, supporters, and scholars. Additionally, they are responsible for managing and caring for the Canna House collections and archives, in alignment with Trust-wide plans, policies, and procedures, with a particular focus on the Isle of Canna and Canna House.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Engage with all property stakeholders, including local community groups (e.g., IoCCDT), visitors, funding partners, and neighbours, to foster positive relationships.
- Collaborate with on-island NTS staff (Canna House Gardener, Pier Manager, Ranger) and coordinate with the gardener on visitor usage and events.
- Manage property operations, including opening/closing, online booking systems, tour delivery and management (hospitality, AV setup, scripted formats, and adherence to safety protocols).
- Oversee maintenance, servicing, and inspections based on a 25-year plan, ensuring compliance with safety regulations and coordinating with maintenance staff on key house services, power systems, and fuel levels.
- Ensure adherence to Health & Safety protocols by conducting routine inspections, risk assessments, and enforcing Safe System of Work practices.
- Maintain collections care, including data accuracy, housekeeping, and environmental monitoring, collaborating with conservators on pest control and security protocols.

- Oversee archive management, ensuring accessibility for researchers and coordinating logistics for the movement of collections for conservation and strategic purposes.
- Organise experiences and events, such as Gaelic lore and music events, ensuring hospitality, AV, hearing loop systems etc are functioning properly for an enhanced visitor experience.
- Support the island community by building partnerships, addressing historical tensions, positioning the property as a community resource and working to develop a wider economic impact at a local level.
- Actively pursue academic partnerships, offering scholarships and research opportunities, especially in Gaelic studies, and facilitating access to archives for educational purposes.
- Undertake other duties relevant to this role yet unknown or unspecified

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

### **Essential:**

- Experience working with the public, ideally in a visitor or heritage setting, with responsibility for supervising staff or managing activities.
- Strong interpersonal, communication, public speaking, and advocacy skills, with a proven ability to engage with diverse audiences, both nationally and internationally.
- Ability to work independently for extended periods, using initiative to solve problems as they arise
- Practical knowledge of Health and Safety protocols, with the ability to work effectively within these frameworks.
- Experience managing social media accounts for engagement and promotion.
- Proficiency in report writing with attention to clarity and detail.

### **Desirable:**

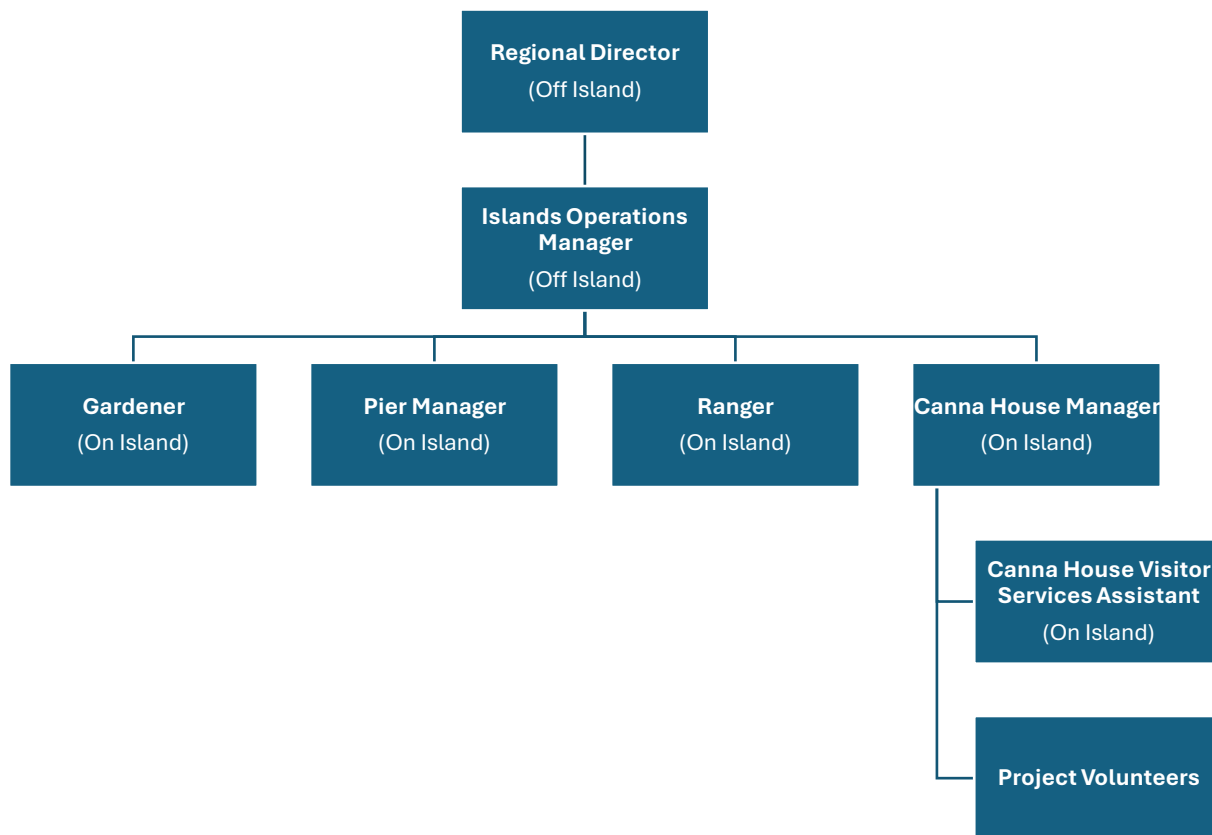
- Experience working in a heritage house open to the public.
- Familiarity with outreach and educational programmes.
- Experience using collections management databases and knowledge of SPECTRUM standards.
- Practical experience in collections care and handling.
- Ability to communicate with Gaelic institutions and media, in both English and Gaelic.
- Current First Aid certification (or willingness to obtain it).
- Awareness of the history of Canna House and its collections, with a commitment to extending knowledge and understanding.

## **DIMENSIONS AND SCOPE OF JOB**

### **People Management:**

- Manager with supervisory responsibility for 0.7 FTE staff and contractors working within Canna House
- Canna House will have several potential archive and collection related projects which, although this role will not have direct management of, they will have day to day responsibility of supervision of volunteers or fixed term posts related to these projects.
- Will liaise with other property colleagues, contractors, and the local community and will have some interaction with other technical/specialist advisory colleagues based in other locations and departments.
- Will have significant interaction with members of the public, suppliers, and contractors.

**Organisation chart:**



**Finance Management:**

- Delegated authority for Canna House budget c £25k income, £140k expenditure. Set, phase, monitor, and report budgets with the Operations Manager, ensuring financial sustainability within broader property budgets.
- Process purchase orders and invoices using Trust financial systems.
- Manage petty cash and handle banking as needed.

**Tools / Equipment / Systems:**

- Use of CORE HR and Dynamics finance systems.
  - Monitor and report on Hanwell environmental system
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#### **Workplace Context:**

- Based primarily in Canna House, with travel required to other locations on Trust business. This includes land, sea, and air travel, using cars, ferries, boats, planes, and helicopters.
  - Expectation of overnight stays (1–3 nights) for business travel, which may be extended due to weather or transport disruptions.
  - Canna House is a listed building with workspaces across three floors, accessible only by stairs, without a lift.
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#### **Key Performance Indicators and Targets:**

- Oversee the final stages of the multi-year Canna House conservation project. This includes moving archives back into the house, conserving collections, installing interpretation materials, and preparing for public opening in Spring 2025.
  - Flexibility to adapt to project priorities required to facilitate the successful completion of the Canna House development.
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**The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge 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 5th January 2025. 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"