

Role: Operations Manager	Region / Department: North East
Reports to: Regional Director – North East	Pay Band: Grade 5 – Lower, £40,707 - £44,847 pro-rata, per annum
Location: House of Dun / Angus Cluster	Type of Contract: 40 hours, Permanent
Application closing date: 2 March 2025	

JOB PURPOSE

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 property 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 business plans which underpin the properties financial performances, visitor experience, conservation delivery, reputation and maintenance. The post is based at the House of Dun and reports to the Regional Director for the North East region.

CONTEXT

The Angus Cluster includes the properties of House of Dun, JM Barrie's Birthplace, and Barry Mill. With stunning vistas overlooking Montrose Basin and set amid glorious gardens and woodland, House of Dun is every inch the perfect 18th-century laird's home and a fantastic day out for all the family. In contrast, JM Barrie, creator of Peter Pan, spent his childhood in a small, whitewashed cottage, and it's here that you can see traces of the creative spirit he was set to become, alongside an exhibition which tells the story of his life and work. The final property is peaceful Barry Mill, now one of only a handful of mills powered by water. Rebuilt after a fire around 1814, it is probably the largest and finest example of its type still in operation.

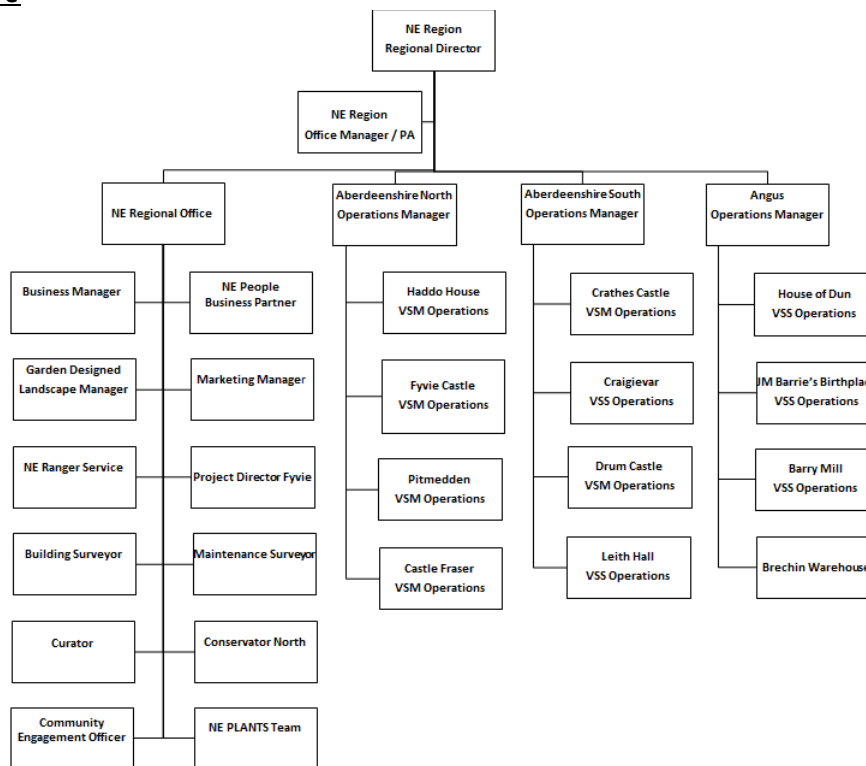
Following a major redevelopment of House of Dun in 2021, the Operations Manager will be constantly and consistently leading the development of visitor services excellence, commercial and enterprising activity and change, ensuring place and content is engaging through interpretation and services and is the general custodian of its conservation and educational obligations.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Enterprise and trading - The business leader for the property, working with the support of the visitor services supervisors and regional management team will plan and deliver innovative product and sales opportunities, integrated with the heritage sites and particular visitor profile for that property / market.

People Management - Enabling the Property teams to optimise the current visitor experience, conservation delivery, and financial performance in line with the properties current Annual Operating Plans. Coaches and mentors' property teams and staff who directly report to the post to ensure they are fully equipped and motivated to undertake their duties to the required Trust standards, policies, rules, values, delegated authorities and objectives. Succession planning amongst staff and levels of responsibilities and other key posts within the property.

NE Region Structure



Promoting Heritage - Supports and coaches property staff to develop and promote their properties use and potential as a life-long learning resource, in line with the Trust's 'Education Principles' and as part of its charitable aims (Access, Learning and Enjoyment).

Marketing, Membership and Supporter Development - drives business development and marketing of the property to maximise income generation. Working as part of a coordinated regional team and planning agenda, working with *Customer and Cause* colleagues centrally to optimise the visibility and promotion of the property.

Financial Management, Compliance and Scheme of Delegation - Responsible for budget preparation and day-to-day financial performance. Working closely with the Business Manager to devise effective plans, objectives and solutions and monitor performance (financial, project delivery, initiatives). Taking corrective action required and ensures that the property remains within budget and acts within delegated financial authorities, wider schemes of delegation and adheres to Trust rules, policies and procedures.

Project Management - The Operations Manager maintains an overview of project conception; prioritisation, approvals and delivery within the properties and for ensuring staff within the property operate within NTS Project Management rules. In most cases, capital projects will involve a Project Manager appointed specifically to the project, directed by and supporting the Operations Manager. The Business Manager oversees project processes and resourcing and acts as a supporting role in the management of Projects.

Health, Safety and the Environment - Undertakes responsibility under the Health and Safety Policy including convening and chairing a group Health and Safety forum if applicable. Ensure effective support is achieved from Health and Safety 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 – Champions and supports the strategic development of the Trust, through participation in national initiatives, projects and working group activity as required and appropriate.

Championing and Advocacy/Stakeholder Engagement - The Operations Manager supports property teams in maintaining positive and productive relations with local communities, tourism, culture, arts 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 properties, with membership of appropriate external bodies in the geographical area, or through the regional management team.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- Graduate or equivalent essential; qualification in business management, e.g. (MBA).
- A full, clean driving license for driving the UK.
- Criminal records (Disclosure Scotland) checking and clearance.

Experience

Essential

- Extensive experience in managing a large-scale visitor attraction.
- Direct experience of property management where customer services and trading are primary features (e.g. retailing, hospitality, foods, and leisure).
- Responsibility for operating revenue budgets.
- Significant 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.
- Effective stakeholder management experience, notable examples: media, local government.
- Line management experience of staff groups, including supervisory staff.
- 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 – desirable.

Desirable

- Heritage sector experience highly desirable.
- Effective direct experience of multi-site or single site operational management where landscapes, nature conservation, environment or estates management is apparent.

DIMENSIONS AND SCOPE OF JOB

People Management

- ♦ The Operations Managers leads a team of Visitor Services Staff, Gardeners, and volunteers.

Finance Management

- ♦ The Operations Manager is the budget holder for House of Dun, Barrie's Birthplace and Barry Mill, and is responsible and accountable for the performance management of c.£300k income and c.£580k of revenue expenditure.
- ♦ Retail turnover for 2023 budgeted at c.£75,000 and catering turnover at c.£115,000.

Tools / equipment / systems

- Laptop, mobile telephone and access to relevant IT systems, i.e. standard NTS management systems including Intranet, T:Drive, EPOS.

Key Performance indicators and targets

- ♦ Delivery of the Property Annual Operating Plan in line with the regional and organization strategies.
- ♦ Project Management.
- ♦ Financial management in relation to budgeting and forecasting of both revenue and capital performance.
- ♦ Engaging and development of stakeholder relationships.
- ♦ Responsibility for the day-to-day Health & Safety and Environmental Health management at the properties.
- ♦ Responsibility for staff induction, motivation, development, and performance management.

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 general abilities.