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|  | **HIGH LIFE HIGHLAND****JOB DESCRIPTION** |
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| **JOB TITLE:** | Operations Manager |
| **SALARY:** | £32,833 - £35,890 |
| **LOCATION:** | Highland Folk Museum, Newtonmore, and frequently at Inverness Museum and Art Gallery |
| **RESPONSIBLE TO:** | Principal Cultural Manager |
| **RESPONSIBLE FOR:** | Leadership of operational aspects of High Life Highland’s museums’ section, including line management responsibility for the operation staff (6 permanent and circa 14 seasonal attendant, 3 clerical, 2 technical and 2 operational assistant staff). |
| **JOB PURPOSE:** | To manage, lead and develop operations in the museums' service, in accordance with the strategy and goals of High Life Highland. |
| **KEY DUTIES AND RESPONSIBILITIES INCLUDE:** |
| * Develop and implement operational strategies for HLH's museums (including the Castle Viewpoint)
* Lead operations and development relating to visitor services, customer care, commercial operations and promotion.
* In collaboration with the Curatorial Manager, develop and implement budget strategy for museums and manage budgets.
* Contribute to increasing user numbers, access and income generation.
* Responsibility for the recruitment, support and deployment of volunteers.
* Ensure the provision and delivery of quality standards, including control of quality assurance accreditation from external bodies e.g. VisitScotland, Green Tourism
* Support and provide training and quality assurance for operational staff
* Provide specialist advice on occasion to other sections of High Life Highland, heritage bodies and others
* Prepare reports on behalf of and in collaboration with the Principal Cultural Manager for submission to HLH Heads of Service, The Highland Council and others
* Develop proposals for and lead operational developments at the museums, including preparing funding applications
* Develop new business streams, with a view to increasing income.
* Responsibility for ensuring the health & safety of staff and visitors
* Manage discrete projects, capital and revenue, relating to operations.
* Support the museum team by taking a lead subject specialist role where appropriate
* Lead the operational web and social media presence of the museums
* Monitoring of customer satisfaction, user numbers, income generation and standards on site.
* Management of retail and catering operations.
* Ensuring the museums are effectively marketed and promoted.
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| **OTHER DUTIES:** |
| You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time. |
| **Special Conditions:** | The postholder will be required to work evenings and weekends when required. |
| **Date:** | July 2015 |

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|  | **HIGH LIFE HIGHLAND****PERSON SPECIFICATION** |
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| **JOB TITLE:** | Operations Manager |
| **LOCATION:** | Highland Folk Museum, Newtonmore and frequently at Inverness Museum & Art Gallery |
| **ESSENTIAL ATTRIBUTES:**In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:- |
| **1. EXPERIENCE*** A proven track record in visitor services or hospitality management, including managing teams of people.
* Experience of developing and implementing strategy, including implementing change.
* Complex budget management experience.
* Developing and implementing discrete projects .
* Commercial or business enterprise experience.
* Used to liaison and partnership working with external organisations and providers

**2. EDUCATION AND QUALIFICATIONS*** Educated to a good general standard
* A qualification in hospitality or leisure services would be an advantage

**3. SKILLS/ATTRIBUTES GENERAL*** The ability to provide strong leadership, convey a vision and motivate staff to realise it.
* A good communicator, using written, graphic, IT, oral and presentation skills.
* The ability to manage complex projects, including capital projects.
* Creative but able to work accurately and effectively to deadlines.
* The ability to secure and manage external funding and other resources.
* Holds a full driving license and has access to a car or the ability to provide personal transport.
* Commitment to customer service excellence

**4. SKILLS/ABILITIES SPECIFIC TO THE POST*** Ability to analyse information and formulate strategies to enhance service delivery and performance.
* An understanding of Highland heritage and culture.
* Ability to plan programmes and events
* Marketing and promotional skills.

**5. INTERPERSONAL AND SOCIAL SKILLS*** An engaging, confident communicator with colleagues, volunteers, learners, visitors, community members and others.
* Able and keen to lead and inspire.
* Able to instruct, including by example.
* Self-motivated, committed and tenacious.
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