

<b>Role:</b> Aberdeenshire East Operations Manager	<b>Region / Department:</b> North East
<b>Reports to:</b> Regional Director – North East	<b>Pay Band:</b> Grade 5 Upper - £47,983 - £53,128 Per Annum
<b>Location:</b> ABE Properties Haddo House / Pitmedden Garden / Drum Castle	<b>Type of Contract:</b> 40 Hours Per Week, Permanent

### **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 reports to the Regional Director for the North East region.

### **CONTEXT**

The Aberdeenshire East cluster includes the properties of Drum Castle, Pitmedden Garden and Haddo House. Combined, these important properties contribute 200k visitors per annum to the NE region.

Dating back to the 13<sup>th</sup> century, Drum Castle was the home of the Irvine family and makes for a spectacular venue for weddings, private parties and corporate entertaining. The castle offers something for all ages with guided tours, school visits, children's play areas, walled garden and extensive walks. Additionally catering and retail supports income generation.

Pitmedden Garden is a formal, beautiful Scottish renaissance walled garden and includes a Museum of Farming Life. The garden includes almost 6 miles of clipped hedging, orchard, sculptures and built heritage. The property offers function and events opportunity, accommodation for rental and holiday market and secondary spend including retail and catering sales.

Haddo House is a stately home in the Palladian style, designed in 1732 by William Adam. The house was home to the Gordon family and includes guided tours through the extensive art collection, chapel and terrace garden. Commercial sales of retail and catering are located within the property's courtyard. Events and functions and visitors to the Haddo Hall events provide additional footfall to the site.

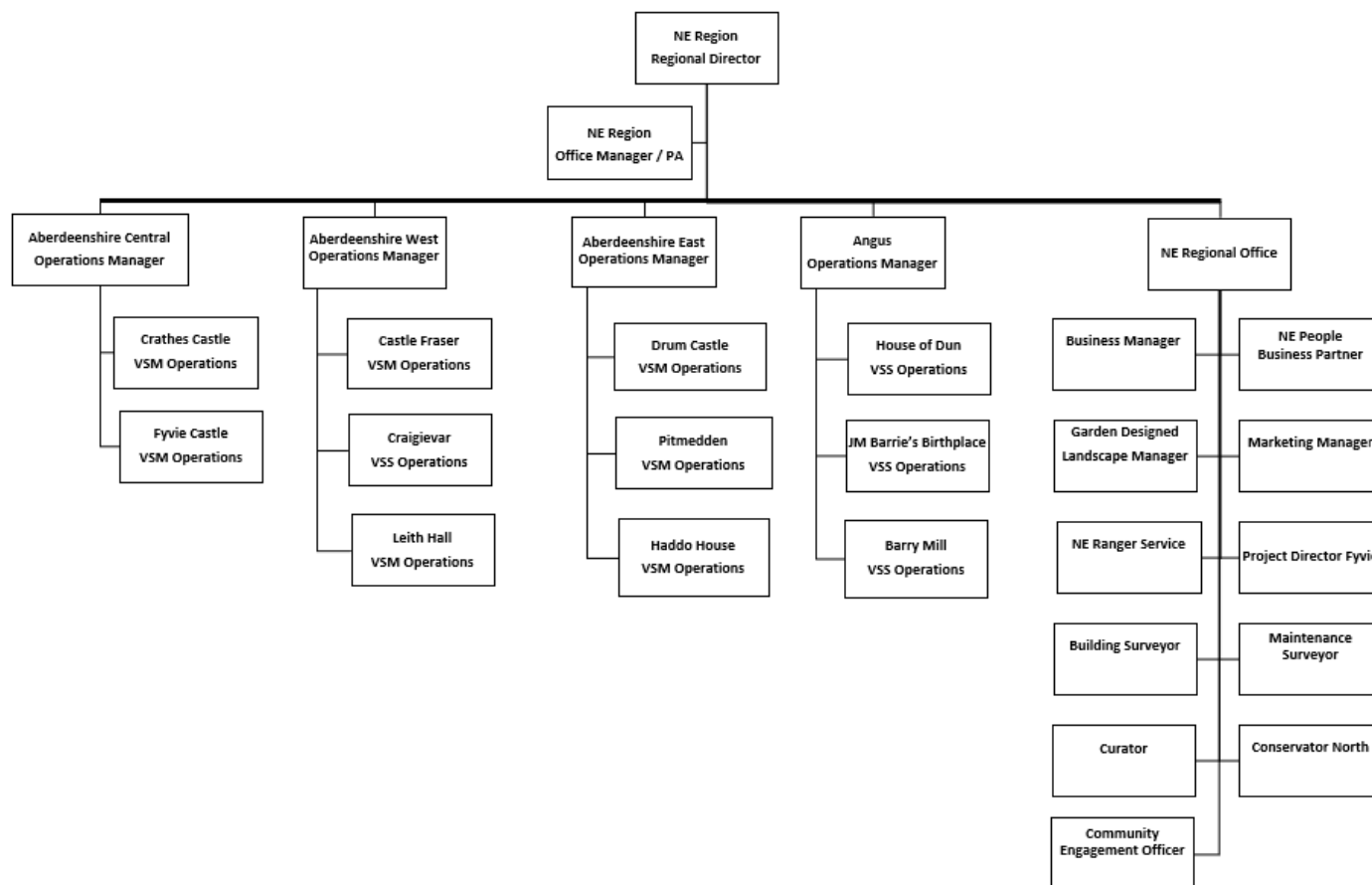
The Aberdeenshire East Operations Manager will be constantly and consistently leading the development of visitor services excellence, commercial and enterprising activity and change, ensuring place and content is engaging through interpretation and services and is the general custodian of its conservation 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 in the UK is essential.
- Criminal records (Disclosure Scotland) checking and clearance essential.

### **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 work place; 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 Haddo House, Drum Castle and Pitmedden Garden, and is responsible and accountable for the performance management of budgeted £849k income and £1.7m of expenditure.
- ♦ Retail turnover for 2023 budgeted at £80k and catering turnover at £320k.

#### Tools / equipment / systems

- Laptop, mobile telephone and access to relevant IT systems, i.e. standard NTS management systems including Intranet, SharePoint, 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.**

### **How to Apply**

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 15<sup>th</sup> June 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, "Operations Manager – Aberdeenshire East"

