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**Role Profile**

| **Job title** | **Dundreggan Rewilding Centre Operations Manager**  |
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| **Reporting to** | **Dundreggan Rewilding Centre Director**  |
| **Has reporting** | **Facilities Manager, Café Manager, Chef Cook, Accommodation Supervisor** |
| **Starting Salary** |  **Grade E: £37,632pa to £44,114pa** |
| **Duration**  | **Permanent, full-time (35 hours)**  |
| **Location**  | **Dundreggan Rewilding Centre** |

**Dundreggan**Dundreggan is our 10,000-acre estate in Glenmoriston between Loch Ness and Skye. Since 2008, the estate has been transformed by Trees for Life and its volunteers into one of the best examples of forest restoration in Scotland. It includes a ground-breaking tree nursery and is where many volunteers come to take part in rewilding projects.

**Dundreggan Rewilding Centre**The Rewilding Centre opened in April 2023 and serves as a gateway to make Dundreggan, and the work being done here, more accessible to a broader audience. It operates under the Enterprises arm of Trees for Life and is a commercial, revenue-generating business that has welcomed nearly 60,000 visitors to date.

The site includes an innovative visitor centre, a café, 40-bed accommodation, events and educational facilities. The Rewilding Centre welcomes visitors of all ages, interests and backgrounds to explore the natural, Gaelic and cultural heritage of the Highlands and be inspired by rewilding initiatives, including the restoration of the Caledonian Forest.

**Trees for Life***Rewilding the Scottish Highlands/Ath-fhiadhachadh na Gàidhealtachd*

Trees for Life stands at the forefront of rewilding in the Scottish Highlands. Hopeful and bold, we are committed to creating nature-rich landscapes that include and support people. Working on a grand scale, we aim to close the gap between people and nature.

Focusing on Scotland’s spectacular Caledonian forest, we foster biodiversity and encourage natural processes essential to life. From the iconic red squirrel to the elusive lynx, we are working to bring more life back to our landscapes.

Rewilding is a shared journey. Together with communities, we are restoring Scotland’s natural and cultural heritage while supporting local livelihoods. Join us on this path of hope and positive action. Rewild the Scottish Highlands.

**Our Values**Our values are at the heart of our mission to rewild the Scottish Highlands, guiding us in everything from the daily rhythms of office life to the development of our landscape-scale initiatives. Sharing these values with our supporters, volunteers, and partners allows for a deeper understanding of our driving forces at Trees for Life.

**We are Bold**
We are an ambitious charity with a critical purpose. For us, being bold means thinking about landscape restoration on a grand scale, embracing innovative rewilding methods and challenging the status quo. This approach ensures that every step we take is a bold stride toward a revitalised, thriving natural landscape.

**We are Collaborative**Our approach, deeply rooted in community and collaboration, involves working closely with local communities, conservation groups, landowners, and volunteers. Finding common ground and working together we will initiate positive solutions to the twin climate and biodiversity crises.
 **We are Pragmatic**
We embrace pragmatic and sustainable solutions in everything we do. We are always mindful of our duty to our supporters, our volunteers, our staff and above all to Scotland’s wild forest. By adopting practical solutions, we safeguard our efforts and ensure a resilient future for our initiatives.

**Overall purpose of the job**

The Operations Manager will be responsible for the day-to-day onsite management and supervision of staff and management of systems at the Rewilding Centre, overseeing operations and ensuring problems are dealt with in a timely and efficient manner. They will take a lead in ensuring optimal staffing in terms of customer experience and profitability while also ensuring staff deliver their work to the appropriate standard and in line with Trees for Life’s values. They will maintain an overview of the systems required to operate the Centre and work across both Rewilding Centre and Trees for Life charity teams to ensure they are as efficient and effective as possible. Importantly, they will ensure the Centre Director can focus on the strategic development of the centre by ensuring operational matters are effectively managed.

**Key Liaisons**

The Operations Manager will report to the Centre Director. They will manage the Facilities Manager, Café Manager, Chef Cook, and Accommodation Supervisor and will have an overall responsibility for ensuring the hospitality and FOH staff focus on customer service and deliver on their work to the highest possible standards.

There will be significant liaison with the Visitor Experience & Operations Supervisor and wider visitor experience team, along with the Business Operations Assistants, to ensure optimal use of resources and that all Centre staff work together and support each other to deliver outstanding customer service to all guests. A crucial liaison will be with the Dundreggan Estate Manager who is responsible for conservation and land management on the estate and their team of staff, trainees

and volunteers. There will be regular liaison with the Trees for Life finance team and human resources teams.

External liaisons include suppliers, contractors, volunteers and guests.

**Scope, Accountability and Resources**

This role focuses on the effective operation of the Dundreggan Rewilding Centre through efficient deployment of staff and adoption and use of effective systems. It is accountable for ensuring staff deliver high customer service and ensuring problems and issues are dealt with in a timely and efficient manner.

The role will be accountable for:

* Effective performance of the hospitality and buildings management staff at the Rewilding Centre
* Adoption and use of effective systems to enable efficient operations across visitor centre, café and accommodation
* Hospitality and buildings maintenance budgets and/or approval
* Achieving high customer satisfaction as evidenced by reviews

The role will deputise for the Centre Director in their absence.

**Key responsibilities**

**Operations and maintenance**

* Ensure the smooth, safe and effective operation of the centre, including the An Spiris accommodation
* Ensure all facilities are maintained and comply with industry standards
* Ensure all Health and Safety risk assessments are undertaken, signed off and followed
* Ensure all relevant policies (including safeguarding) are communicated, understood and adhered to by staff
* Develop a maintenance schedule, ensuring there is budget for this
* Effectively delegate, while maintaining a clear overview of quality and requirements
* Oversee the procurement, contracting and management of any external suppliers and contractors

**Customer experience**

* Ensure all visitors to the centre have the best possible experience available
* Ensure all staff have customer service as a core focus
* Ensure visitors from diverse groups have everything they need to ensure their experience is of the highest quality
* Ensure the accommodation process, from booking to arrival to departure is efficient for guests and back office
* Gather feedback from visitors, and ensure staff are incorporating this into every guest interaction, to ensure constant improvement, as well as to monitor and evaluate progress against relevant outcomes included in funding agreements

**Staffing**

* Undertake recruitment of new staff positions in hospitality, operations and buildings maintenance
* Manage the Café Manager, Chef Cook, Accommodation Supervisor, and Facilities Manager
* Oversee the on-call staff, creating rotas and managing policies and procedures that efficiently provide support for overnight guests during out of business hours
* Ensure there is a shared culture that focuses on excellent customer service, Trees for Life’s values and creating a welcoming place where visitors want to experience the nature, history and culture of the Highlands
* Ensure staff are trained and supported in their role
* Ensure excellent liaison with the rest of the Rewilding Centre team and Trees for Life more generally
* Oversee any volunteer placement on site, to help deliver customer service (i.e. Welcome Desk)

**Systems**

* Work with the wider team to develop and implement systems that enable the Centre to operate smoothly and effectively
* Support the Business Operations Assistants to manage booking engines, ticketing and EPOS systems
* Develop and agree systems with the Centre team and wider Trees for Life as appropriate
* Ensure staff are trained and competent in the use of systems
* Review systems on a regular basis to ensure continuous improvement

**Budget and financial management**

* Manage, with support from Café Manager and Facilities Manager, the hospitality/café and buildings management cost centre budgets
* Provide monthly P&L updates/reports to be assessed along with Centre Director and Head of Finance
* Authorise all spending relating to these areas if budget is delegated
* Follow Trees for Life finance procedures, including authorisation limits and procurement policies

**Dundreggan and wider Trees for Life Liaison**

* Be an active member of the wider Trees for Life team – especially contributing to staff development and conferences

**Trees for Life ethos**

* Ensure the Centre staff applies and reflects Trees for Life’s core values and branding

**Person Specification**

The Operations Manager should be experienced in managing either operations or facilities, ideally in the hospitality or tourism sector. They will have experience in team development and management, customer service and ‘troubleshooting’ operational issues. They will be highly sensitive to the requirements of working in a setting where commercial needs, visitor experience and organisational values have equal weighting.

**Knowledge & Expertise**

* Expertise in rural tourism attraction management
* Expertise in leadership and team development
* Knowledge of nature-based tourism and/or education
* Knowledge of systems required to operate an efficient and effective business

**Skills, competencies**

* Operating a complex centre with multiple activities, audiences and objectives
* Skilled in delegation and supportive management
* Skilled customer service and hospitality provider
* Skilled team-builder
* Skilled in identifying flaws in systems and developing solutions
* Be excellent at influencing and motivating staff
* Communicate clearly within and between teams
* Be able to ensure standards, expectations and compliance of staff are maintained and consistent
* Review performance and provide feedback – with an ability to give constructive criticism
* Able to make clear decisions and be accountable for them
* Assertive and able to say ‘no’ when required

**Experience**

* Significant experience of operations and/or facilities management
* Developing and ensuring implementation of business systems (e.g. staff rotas, venue booking etc)
* Practical experience in leading and motivating people, and managing employee relations; workforce planning, performance, appraisals, grievances & disciplinaries etc.
* Familiarity with HR processes and procedures
* Managing and overseeing budget significant budgets
* Experience of working in a similar setting (hospitality and/or accommodation) is desirable
* Proven record of managing high performing teams
* Ability to demonstrate how they have achieved goals, tracked progress

**Personal Attributes**

The Operations Manager will be driven to achieve results, but through teamwork and coaching. They will be able to balance financial imperatives with customer service to ensure the Centre provides memorable experiences and makes a profit. A skilled communicator with excellent interpersonal skills will be key attributes, but also someone with an eye for detail who can work through complex and inter-related issues to develop an optimal solution.

* Empathetic and supportive
* Authentic - honest, straightforward and trustworthy
* Goal-orientated
* A good communicator with excellent listening skills
* Able to solve problems
* Eye for detail and an understanding of how
* Recognises the contribution of others, collaborative

**Working conditions and special demands**

* Be flexible with operational needs; the role will require rota working along with evenings, weekends and bank holidays
* Due to the location of the Centre, a full and valid driving licence is essential
* Be willing to undertake training when necessary
* Due to the nature and seasonality of the business, most annual leave will need to be taken in the quieter times during the year