



## Hospitality & Events Operations Manager (Trading Company)

Full-time and Permanent

Salary £42,938 - £48,054 (pay award pending)

Plus generous benefits package

On site

### About the role

We're excited to be recruiting for two newly created Operations Manager roles within our Trading Company, One focused on Retail, and this one dedicated to Hospitality & Events responsible for developing and leading our vibrant and distinctive events portfolio.

Based across four stunning, listed gallery buildings in the heart of Edinburgh, this role offers a unique opportunity to lead the growth of our events business. You'll recognise the commercial potential of our unique venues, and know how to unlock and grow revenue, while enhancing our visitor offer.

With a strong commercial mindset, you'll bring solid hospitality and events experience with the ambition to grow profit through exceptional delivery, innovation and creative thinking. You will already be comfortable in a strategic leadership role with proven experience in managing change and delivering measurable results.

This is an exciting opportunity to play a pivotal role in shaping and supporting our dedicated events team, embedding clear performance metrics and a culture of continuous improvement. You'll be at the forefront of integrating hospitality and events into our visitor experience, working closely with colleagues across the organisation to ensure alignment with our brand and long-term strategic ambitions to grow self-generated income.

Reporting to the Director of Audience & Development, you'll be responsible for driving our commercial success through the development of an efficient and effective hospitality and events service. As part of a team committed to building our financial resilience, you will help recognise its importance in meeting our purpose: we make art work for everyone.

### The difference you'll make

You'll work collaboratively with Trading Company colleagues to support the delivery of the overall business plan and achieve profit targets. Your duties will include:

- Leading on the development and delivery of a successful events strategy.
- Alongside the Director of Audience & Development and Trading Company management colleagues, contributing to the overall Trading Company business plan including producing reports for Leadership Team and the Trading Company Board as required.

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- Leading, motivating and developing the Hospitality & Events team, promoting collaborative working to deliver a world class experience for visitors and clients alike. Ensuring the agreed strategy and profit targets are met alongside the delivery of exceptional standards of service.
- Leading the team through change management and driving continuous improvement of processes. Inspiring and motivating the team to deliver Trading Company ambitions and goals.
- Developing plans for future progress and optimising opportunities in hospitality and events promoting our venues including our cafes. Providing creative input into the development of hospitality and events products and services; from promotion to pricing and delivery.
- Building successful relationships with both internal and external stakeholders to ensure and promote the success of the hospitality and events offer.
- Taking the role of 'Contract Manager' to lead and manage the contract relationships with concession partners, cafe and event catering suppliers ensuring shared success. You'll be responsible for this relationship from procurement and contract negotiations through to ensuring performance measures and quality standards are met.
- With the Director of Audience and Development managing the performance of all catering suppliers including our cafes. Resolving any issues arising between the concession holders, the event catering suppliers and the galleries as they may arise.
- Collaborating with Estates & Facilities Management colleagues and concession holders to ensure the catering and events areas are working efficiently and effectively to deliver a great visitor experience in accordance with the responsibilities defined within the concession holder's service level agreement(s).
- Establishing key performance indicators to measure and evaluate customer satisfaction of the hospitality and events services. You'll use the findings to champion continuous improvement to meet the Trading Company's ambitions and goals.
- Contributing to the management and monitoring of the Trading Company budget with devolved responsibility for budgets allocated to the department and any relevant project activity.
- Working with the Director of Audience and Development and colleagues across the organisation to collaboratively develop new initiatives and projects, exploring which spaces could be best utilised to grow events and income. You will participate in all stages from idea generation, business case development and resource planning through to implementation.
- Working with the Marketing & Communications team colleagues to develop an effective marketing strategy for hospitality and events activities.
- Responsibility for ensuring compliance with all related legal/statutory, regulations, professional duties, responsibilities and obligations in relation to hospitality and event services delivery.
- Represent the Trading Company at internal or external working groups or project teams as agreed.

## Who we are looking for

To succeed in this role, you'll need the following range of knowledge, skills, and experience:

- Proven experience of leading a successful hospitality and events service with an excellent track record leading teams and/or projects to desired commercial outcomes.
- A collaborative outlook, with a passion for delivering exceptional customer service and building strong relationships.

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- Evidence of successful partnership working with concession holders.
- Experience of successfully managing effective relationships with existing suppliers, negotiating, and monitoring supplier performance.
- Excellent communication, negotiation, coaching, and mentoring skills.
- Experience in leading and implementing change management initiatives.
- Good analytical and problem-solving skills to support effective decision making.
- Strong sales and negotiation skills.
- Excellent organisational skills.
- Proven experience in developing and growing the performance of a team.

**It would also be great if you have:**

- A Level 2 (previously Elementary Level) Food Hygiene Certification and an up-to-date Personal License.
- A strong understanding of catering services requirements.
- A qualification in hospitality, event management, business management or related field.
- A qualification or demonstrable experience in project management.
- Experience of events management software and or technology solutions for operations management.

**We are National Galleries of Scotland**

Our three Edinburgh galleries are the National, Modern and Portrait. We house and look after Scotland's amazing world-class art collection – one of the finest in the world. Step inside and explore treasures from Botticelli and Titian to the very best modern art to contemporary portraits of pop culture icons. And, as you'd expect, the world's greatest collection of Scottish art, our national collection. We also have an outstanding collection of Western art from the late Middle Ages to the present day.

We're a space for thinking, dreaming, doing, and playing. Soak up the art. Meet friends in the cafés. Have a family picnic surrounded by the sculptures in the Modern grounds. Be inspired by our amazing art films. Choose your own experience. There is no one way to enjoy Scotland's national collection. We are yours to discover.

As well as displaying our art at our three Edinburgh sites, we also share it through an active programme of partnership across Scotland, the rest of the UK and abroad, as well as online.

We conserve and research our collections and we are committed to reaching the widest possible audience through our ambitious plans. Visitor numbers to our sites in Edinburgh totalled an average of 2.5m visitors a year in the years prior to the global pandemic.

**What's important to us**

We make art work for everyone. That's our purpose and it drives everything we do. This is an exciting time for us, as we move forward with our engaging strategic vision: Art for Scotland: Inspiration for the World.

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We're putting our audience at the heart of what we do. Matching Scotland's rich collection, our expertise and creativity with the needs and wants of our visitors. Finding new ways to connect with more people and create an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.

We're committed to looking at how we operate as well as how we engage our audiences. We will play our part in tackling the Climate Emergency, and we're embedding Equality, Diversity, and Inclusion (EDI) in the way we work. We want everyone to feel a sense of belonging and freedom to be themselves at work or at play with us.

## What's on offer for you

Our colleagues will tell you great things about working here. We aim to ensure the National Galleries of Scotland is a great place to work, where our people thrive in a culture where we are trusted, empowered, and engaged to achieve our true potential. We offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

### Salary

£42,938 - £48,054 (pay award pending). Starting salaries will normally be at the minimum rate depending on experience.

### Hours

35 hours per week excluding a one-hour unpaid lunch break each day. You'll need to be flexible with your working schedule. Weekend work will be required, and some early evening work may also be necessary on occasion.

### Holidays

When you first join, you'll get 36.5 days holidays per year (including public and privilege holidays). After 5 years your annual leave will increase to 41.5 days.

### Where you'll be based

You will be based primarily at the Portrait, 1 Queen Street, Edinburgh, EH2 1JD however you'll work across all of our Galleries based in the heart of Edinburgh - the National, Portrait, and Modern (One and Two).

### Pension

We are a [Civil Service Pension](#) employer. You get to choose if you want a defined benefit or stakeholder pension. The benefits of joining the scheme include [generous employer contributions](#) to your future pension, life assurance, and options to increase your pension. If you join the alpha Civil Service pension scheme our contribution will be 28.97% for this role.

### Other benefits

Family friendly working policies, free or discounted entry to various visitor attractions, staff discount at our shops and cafés, Cycle to Work Scheme, wellbeing support and services including our Employee Assistance Programme.

**The closing date for completed applications is 12 noon on Monday, 18 August 2025.**

*Please note that the successful candidate will be subject to Basic Disclosure Scotland security clearance.*

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