

Post:	Operations Manager
Reporting to:	Director
Contract:	Permanent
Hours:	Equivalent of 40 hours per week
Salary:	Up to £42,500 per annum
Location:	Livingston (West Lothian)

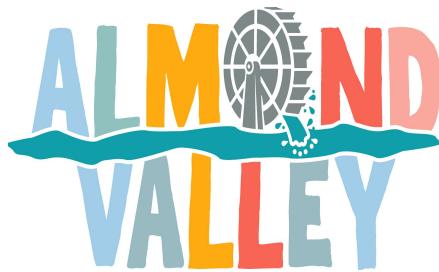
At Almond Valley Heritage Trust, we are passionate about promoting, preserving, and celebrating the unique natural, built and cultural heritage of West Lothian. As a charity, we operate the Almond Valley Heritage Centre, a beloved visitor attraction spanning 23 acres and home to some of the region's most heritage, including the historic Mill Farm and working waterwheel, an accredited museum and rare breed farm.

Almond Valley welcomes over 160,000 visitors annually, attracting families from across Central Scotland and beyond. As we look to the future, we are excited about expanding our heritage and conservation efforts and exploring opportunities to harness the heritage in our care to inspire the next generation and transform visitor experience. Our upcoming programmes will inspire action on important topics like climate change, and we aim to engage communities through innovative events and educational initiatives.

The Operations Manager is a pivotal role and champion of the day-to-day operation of the site, visitor experience, and commercial performance of Almond Valley Heritage Centre. Strategically focused, and possessing the knowledge, understanding and ability to develop a visitor experience that aligns with the Trusts new 5-year strategy, working with the Director and senior team to build organisational resilience and a world class experience for all.

The role sets the direction for coordination and management of the site wide operation, including visitor services, events & experiences and commercial, whilst also being responsible for Health, Safety and Compliance across the site.

### **Job Summary**



To effectively manage the safe and profitable operation of Almond Valley Heritage Centre as a popular, heritage led, visitor destination, leading and developing the team to deliver the highest standards of visitor experience, generating the income and footfall necessary to support the Trust's charitable purposes.

**The post-holder will:**

- Be an autonomous manager reporting directly to the Director.
- Plan, schedule and deliver day-to-day operation of the site, visitor experience and commercial performance.
- Be part of the organisation's senior management team.
- Oversee all the Compliance and Health and Safety of the estate, working directly with the Director to realise our ambitious vision for the future.

**Key Responsibilities by area**

- Health, Safety and Compliance
- Visitor Experience
- Strategy Implementation
- Enterprise and Trading
- Events & Visitor Engagement
- People Management/engagement & consultation

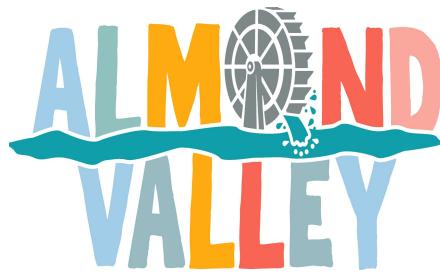
**Main Responsibilities**

**Staff Management & Leadership**

In the absence of the Director the Operations Manager will be 1st point of contact for the organisation.

Take responsibility for the day-to-day operation of all aspects of Almond Valley Heritage Centre optimising workflows and processes to ensure efficiency & high performance.

- Provide strong, inclusive and supportive leadership and proactively manage, coach and develop direct team and SMT, in the implementation of the strategy and H&S.
- Oversee staff rostering to ensure efficiencies and the best visitor experience



- Direct Line management of Visitor Services Assistant Manager and Cleaning team and the joint authority/decision maker, with the Director, for all Health, Safety and Compliance
- Collectively responsible, along with the SMT for the staff wellbeing and morale and performance management, bringing to life the mission, vision and values of AVHT
- To coordinate with, and contribute towards, the wider purposes of the Trust. Promoting and developing our playful family-facing brand while remaining in harmony with our wider purposes.

### **Health & Safety and Compliance**

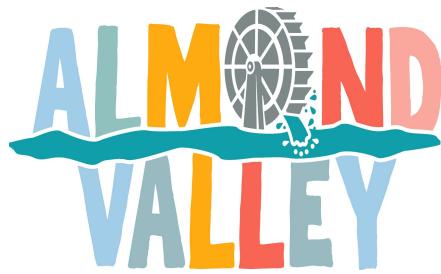
- Maintain, communicate and enforce health & safety guidelines, policies and procedures ensuring a safety-first organisational culture
- Implement and enforce a robust H&S and Compliance training programme
- Develop, implement and review risk management and emergency response policies and procedures and reporting mechanisms for incidents, complaints and near misses
- Regularly monitor workplace safety and ensure annual audits/reports
- Develop and implement emergency response plans ensuring all workforce are trained and prepared to handle potential emergencies

### **Visitor Services & Operational Standards**

- Oversee and develop all aspects of the visitor experience, working collegiately with the SMT and Visitor Services Assistant Manager to develop a coherent action plan that responds to the business strategy
- Responsible for excellence and service quality across site, retail, hospitality, food services and site aesthetics, activities, interpretation and events
- Work with the Director and SMT to ensure that all staff have a clear understanding of our charitable purpose, the heritage in our care and rare breed programme and are able to engage with visitors regarding our mission

### **Enterprise & Trading**

- Oversee the day-to-day operations of trading activities, ensuring smooth execution of transactions, managing risk, optimizing processes, and maintaining compliance with relevant regulations

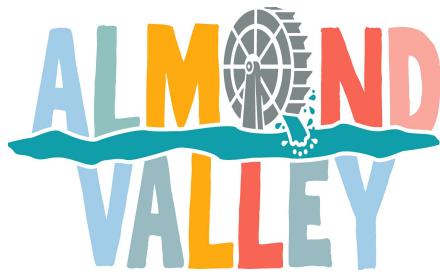


- Drive business performance and devise the organisational commercial strategy, maximising income and profitability in visitation, retail and membership
- Lead on the implementation of membership strategy driving membership growth/retention and increasing the lifetime value of members
- Contribute to the safe and successful production of high-quality special events and activities to engage new and existing audiences
- To manage relationships with our customers, maintaining friendly dialogue with our audiences through contributing to social media and other channels.
- Oversee and inform the administration and processing of bookings, passes and other visitor products including the associated back office booking and sales functions including but not limited to EPOS.
- Implement systems and processes to ensure effective data capture to support data driven decisions.

### **Knowledge, Skills and Experience**

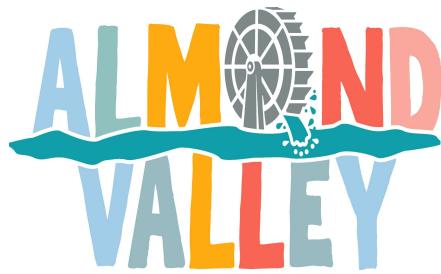
- You will be a people centred, solutions focused, strategic manager, with a finely tuned attention to detail. Focused, resourceful, and flexible, able to take a bird's eye view of our organisational performance, but equally comfortable, operating at ground level when necessary.

### **Person Specification – Visitor Experience & Operations Manager**



## Essential

Person Specification – Visitor Experience & Operations Manager		
	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• NEBOSH</li> <li>• IOSH</li> <li>• Project Management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of creating and implementing business strategy</li> <li>• Accountability for leading the visitor operation at a multi-use site working cross divisionally with a diverse workforce</li> <li>• Extensive experience of designing the visitor offer</li> <li>• Proven track record in developing a growth focused commercial strategy spanning retail and food &amp; beverage and able to develop compelling business cases</li> <li>• Experience of planning, implementing and reviewing operational improvements</li> <li>• Substantial experience in developing and implementing structures, standard operational procedures, policies &amp; procedures and effectively measuring performance and organisational efficiency</li> <li>• Good understanding of Health &amp; Safety and compliance landscape and ability to translate that into policy and process</li> </ul>	<ul style="list-style-type: none"> <li>• Ideally within a visitor attraction and or arts &amp; heritage environment</li> <li>• Experience of successfully influencing at a senior level e.g Board level and senior managers</li> <li>• Business management experience including financial</li> </ul>



	<ul style="list-style-type: none"> <li>• Strong experience of managing and developing teams</li> </ul>	
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Self motivated strong leader able to set direction but equally comfortable allowing others to bring their expertise to the table</li> <li>• Excellent communicator and collaborator with strong influencing skills</li> <li>• Strong budget manager, able to interpret financial strategic way</li> <li>• Excellent delegator, able to differentiate between design, implementation and delivery</li> <li>• Agile, adaptable and able to respond well to change</li> <li>• A good relationship builder, able to engage well and authentically with staff, visitors and stakeholders</li> </ul>	

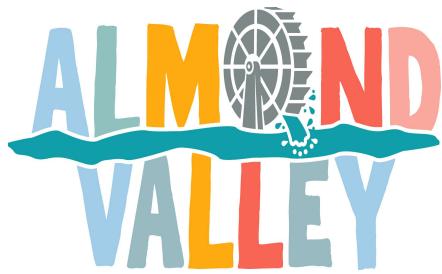
### Other considerations

The post is based at Almond Valley. We work a 40-hour week, normally 9-5 or 8-4, working five days out of seven. With this senior post, we would expect some flexibility in working hours to suit the needs of the business.

The Operations Manager will report directly to the Director/CEO and may deputise for them in certain areas. By rota, or other arrangement, the Operations Manager will serve as duty Responsible Officer

Job Types: Permanent, Full-time

Schedule:



- Weekend availability

Work Location: In person

**Closing Date:** Midnight, 13th March 2026

**Interviews** will be held the week commencing: 23rd March 2026

**TO APPLY** – please email us at [jobs@almondvalley.co.uk](mailto:jobs@almondvalley.co.uk) with a full CV, and a covering letter demonstrating your suitability for the role.

If you have any queries or would like to discuss an application in an alternative format, please email [jobs@almondvalley.co.uk](mailto:jobs@almondvalley.co.uk)

### **Equality and Diversity Commitment**

Almond Valley is an equal opportunities employer. We are committed to offering equal opportunity for all and to providing employees with a work environment free of discrimination and harassment and are working hard to create a space in which people from all walks of life see themselves.

We are committed to increasing the diversity of our team and encourage applications from people currently under-represented groups, targeting in particular people of the Global Majority and Deaf or disabled applicants.