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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Assistant Operations Manager

**SALARY**: £30,266 - £33,579 per annum

**LOCATION:** North Coast Visitor Centre, Thurso

**HOMEWORKING:** This post is not suitable for homeworking

**RESPONSIBLE TO:** Operations Manager, High Life Highland Museums & Galleries

**JOB PURPOSE:** Responsibility for the day to day management of the North Coast Visitor Centre and its events programme

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

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| 1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance. 2. Be responsible for the daily operational management of North Coast Visitor Centre, including day-to-day line management of all visitor services staff and catering staff. 3. Be responsible for the successful delivery of the operational aspects of events at NCVC. 4. Be Responsible Premises Officer for NCVC 5. Ensure high performance and presentation standards of the staff and visitor services areas of NCVC 6. Co-ordinate ‘no-cost’ marketing activities; Mailchimp. Facebook, Twitter, Blogs and website and contribute to NCVC’s Marketing plan 7. Ensure compliance with the financial regulations at all times and to support the Operations Manager in reducing costs and increasing income wherever possible. 8. Consult with visitors and staff on the operation of NCVC and to ensure the Operations Manager is informed of any issues or improvements that may contribute to the effectiveness or efficiency of NCVC 9. Manage training of all visitor services and catering staff, both statutory and job related 10. Work effectively with staff to ensure that Quality Assurance standards are maintained. 11. Assist with the monitoring and collation of performance statistics and other returns as required 12. Monitor and review health and safety systems of work and policies within the museum (including, NOP, EAP, COSHH, Risk Assessments) and to ensure that all visitor services and café staff are conversant with and adhere to instructions and written procedures at all times. 13. Actively contribute to and implement the Museum’s Operational plan. 14. Carry out regular maintenance inspections in relation to buildings, surrounding areas and equipment and to maintain appropriate records. 15. Be a key holder and ensure the security procedures are complied with at all times and respond to out of hours calls if required. 16. Support the operation of other Culture & Learning facilities within the area as required. 17. Pursue continuous professional development and contribute to the continuous improvement of NCVC and High Life Highland as a whole. 18. Attend and undertake any training online or in person. 19. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks. 20. Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the NCVC team. |

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven 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.

**Date:** June 2025

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Assistant Operations Manager

**LOCATION:** North Coast Visitor Centre

**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:-

**EXPERIENCE**

* Supervisory experience in customer service environment, ideally in a tourism focused industry or comparable.
* Evidence of holding a position of responsibility in the customer service industry.
* A clear understanding of visitor needs and the role of marketing and communication in the tourism sector.

**EDUCATION AND QUALIFICATIONS**

* Qualification in Tourism or Visitor Services or equivalent experience.

**SKILLS / ATTRIBUTES GENERAL**

* Good communication skills, both written and oral.
* Self-motivated individual who will work under own initiative.
* Numeric skills and IT competence.
* Ability to handle sensitive situations appropriately and with discretion.
* Committed to giving a high standard of performance.

**SKILLS / ABILITIES SPECIFIC TO THE POST**

* The ability to work flexibly, including some weekends, to meet the demand of the service.
* Strong understanding of Health & Safety in the work place.
* Strong organisational and leadership skills.
* Ability to multi task and problem solve with excellent time management skills.

**INTERPERSONAL AND SOCIAL SKILLS**

* Excellent Customer Services Skills
* Diplomatic skills with ability to maintain confidentiality
* Ability to relate well to staff and visitors
* Enthusiastic and dynamic personality with ability to motivate and inspire others

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*