**Job Description and Person Specification**

Job Title Operations Manager

Working base Atlantic Islands Centre, Isle of Luing

Responsible to Isle of Luing Community Trust Board

Responsible for The Centre Team and all aspects of the Centre operations and its future sustainability.

**OVERALL PURPOSE OF JOB**

You will be responsible for all aspects of the Centre operations including administration, finance, visitors’ experience, event and activity planning, as well as partnership working and community development.

You will manage the daily operations of the Atlantic Islands Centre by overseeing the café and the craft shop/retail sales to ensure the overall profitability of our trading operations. Plan and coordinate events and activities with support from staff and volunteers. Work to raise the profile of the Atlantic Islands Centre and the Isle of Luing Community Trust through effective marketing and representation.

You will develop strategies to ensure the Trust is able to utilise volunteer support for key tasks to ensure future sustainability when the funding for this post expires.

**MAIN RESPONSIBILITIES**

The Manager will operate within a close-knit team and will work alongside the Kitchen Manager. You will line manage the office staff and support the volunteers.

Develop and maintain systems to improve the efficiency and effectiveness of the organisation and the visitor centre so that more aspects can be taken on by volunteers.

Prepare records and reports as required by the Trust Board, Funders and Statutory Bodies. Monitoring and evaluation as required. Ensure funding is spent as agreed by Funders.

Work closely with community members and existing groups to develop and deliver community led activity and events.

Help to develop a range of activities to ensure an enjoyable visitor experience year-round and with specific focus on community activity during the winter.

Responsible for compliance of H&S policy and legislation at The Atlantic Islands Centre with regard to staff, visitors and contractors.

Ensure that the building annual maintenance tasks are kept up to date.

Actively encourage visitors to support the work of the Trust by becoming associate members of The Trust.

Ensure information about the Trust’s work is effectively delivered within the Centre, to Luing residents and more widely.

Ensure the Centre is appropriately marketed and work with the Trust Board to raise the profile of the Centre, the café, the shop and the Trust in general.

Undertake other duties appropriate to the post that may be requested from time to time by the Trust Board

**JOB SPECIFICATION**

**Management and Supervision:**

Work with the Kitchen Manager to ensure the Visitor Centre runs smoothly

Line manage office staff and support and develop Trust volunteers.

**Accountability and Resources**

Ultimate responsibility and control of events, services and materials within a set budget, ensuring that each event is making a profit and/or meets funding requirements. Reporting to the Trust Board on a monthly basis against budgets.

**Creativity and Innovation**

There are many routine and regular tasks within the role; however there will be opportunities to be enterprising and imaginative and to create a memorable and rewarding visitor experience.

A strong involvement in developing community led projects and developing income streamsto progress and expand the Trust objectives will be required.

**Working Conditions**

The post is based at the Atlantic Islands Centre. The centre is open all year, with reduced opening days from October to April. The visitor centre opens seven days a week between April and October, and three or four days a week (Fri-Mon) between October and March.

The post covers 37.5 hours per week. We would expect the successful candidate to work flexibly over the opening hours of the centre, including the busiest days, so this would include weekends, bank holidays and evening working when events are held.

**PERSON SPECIFICATION**

**Experience**

* Minimum three years’ experience of managing and successfully leading a team
* Established events management capability
* Proven track record in delivering growth for a visitor attraction/similar establishment would be desirable
* Experience or understanding of social enterprise and charities
* Experience of working with volunteers

**Competence, knowledge and skills**

* The post holder should either have appropriate degree/professional/industry qualification or relevant experience to cover the requirements of the post
* Knowledge of Health and Safety responsibilities.
* Commercially astute
* Marketing of a tourist attraction
* Excellent communication skills, both verbal and written, including report writing and email
* Computer literate and confident in using Microsoft Office. We also use Mail Chimp and Canva but training can be provided if required
* Commitment to quality standards and excellent customer service
* Co-ordination and control of maintenance schedules
* A current driving licence and access to a vehicle essential

**Personal Qualities**

* A flexible approach to work
* Excellent people skills
* A friendly, positive outlook
* Excellent organisational skills
* Team worker
* Sense of humour
* Ability to delegate when appropriate
* Able to work on own initiative
* Problem solving skills