

## Number 30 Business and Operations Manager - Job Description

<b>JOB DESCRIPTION</b>	HDT/
<b>POST TITLE</b>	Number 30 Business & Operations Manager
<b>CONTRACT TYPE</b>	Permanent (37.5 hours/week)
<b>REPORTS TO</b>	HDT Joint General Manager/Town Centre Development Manager
<b>REMUNERATION</b>	£38,000 per annum plus a contributory Pension Scheme

### Background and Job Purpose

Huntly Development Trust (HDT) is an active community anchor organisation serving the market town of Huntly, Aberdeenshire and its wider rural catchment. HDT aims to develop and deliver a variety of initiatives to improve the quality of life in Huntly and District.

HDT is a key member of the Huntly Town Team, a multi-stakeholder group, working to develop and deliver a community-led strategy for Huntly, "Huntly 2030". Community consultations undertaken to develop the strategy have identified that improvement of Huntly Town Centre is a priority for action.

Following the acquisition of Number 30 The Square, a landmark Huntly town centre building in 2019, HDT successfully secured funding and have refurbished it to create a multi-use centre offering a diverse range of facilities that include a café; cinema/performance venue; gallery/event space, coworking centre; heritage, visitor and green travel information; learning, training and conference space together with community and retail all of which will provide opportunities for jobs, training, learning and leisure.

We are now seeking a highly motivated, success driven, and experienced manager to work with No.30 Board and HDT Joint General Manager and a variety of partners and volunteer groups, to develop and deliver the fully operational facility to ensure that this ambitious project meets the needs of the community and its visitors.

This critical role will support delivery of social, economic and environmentally sustainable outcomes and uses of Number 30 and drive and support the development of social enterprise. The post-holder must be a self-starter who is able to motivate and enable both themselves and others to deliver the agenda in an environment of conflicting demands and limited resources. Personal resilience and the ability to manage and deliver in a complex and often very diverse environment will be key to success.



Huntly Development Trust, Brander Building, The Square, Huntly, Aberdeenshire, AB54 8BR

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## **About You**

You are a proven leader with a passion for communities, possess excellent customer service experience together with expertise in creating a powerful team culture. You'll use your great interpersonal skills to coach and manage your team, and to engage with your local community. Your strategic thinking will help create innovative and exciting ideas, your commercial awareness will refine your thinking, and your management skills will ensure they're delivered. You communicate clearly and with confidence and professionalism, particularly in relationships with the community and partners and (most of all) when responding to the needs of Number 30 customers and team. You'll also be an analytical thinker with strong attention to detail, without losing track of the bigger picture. You can plan and delegate your decision making effectively across a team you will build, setting priorities and goals with support to meet deadlines.

## **Main Tasks**

### **To Develop the business and manage the operations of Number 30**

#### **Key responsibilities include, but not limited to:**

- Maximizes income through constant striving to increase revenue and reduce cost, but never at the expense of operational excellence.
- Maintains the quality and reputation of the facility.
- Responsible for all cash on site and ensures its security.
- Ensures cleaning and safety standards are maintained.
- Deals with finance to ensure compliance with financial directives and funding requirements.
- Develops a Marketing plan to maximize exposure of Number 30 and develops promotional activities.
- Leads the No.30 team by example always maintaining the highest standards.
- Ensures all operating policies are followed.
- Produces regular reports on No.30 Operational performance as requested by the No.30 Board and senior management of HDT.
- Recognizes and nurtures volunteers and community involvement.
- Manages any team performance issues and creates remedial actions if and where necessary.
- Manages film scheduling on a weekly basis.
- Maintains very good working relations with Tenants, film bookers and distributors, Clients hiring spaces and the community.
- Maintains an excellent working relationship with No.30 Board.

### **Required experience and knowledge**

- Degree level education or equivalent experience.
- Proven experience and track record in the hospitality industry or similar relatable experience.
- Proven previous management experience in a proactive, results driven environment.
- Proficient in Microsoft Office and comfortable with developing new I.T skills to learn cinema relevant programs /software.

### **Skills (Evidence based)**

- Excellent time management and organization skills with attention to detail.
- Experience and understanding of social enterprise development.
- Ability and confidence to motivate and develop community involvement to build capacity and project engagement.
- Commercially perceptive and financially astute.
- Can demonstrate an understanding of the value of community capacity/wealth building.
- Experience of facilitating and developing skilled volunteer groups
- Self-motivated and self-starter.
- Outstanding interpersonal skills – ability to comfortably interact with representatives at all levels of organizations.
- Ability to demonstrate tact and diplomacy in dealings with a broad range of clients, staff, partners, community, and suppliers.
- Strong team player.
- Proven motivational and leadership qualities.
- Excellent communication skills – written, verbal and presentation.
- Ability to think creatively and generate innovative ideas.
- Drive, ambition, and a strong sense of humour.
- Able to work flexible hours to reflect the nature of the post.

### **Reporting Relationships**

HDT Members



HDT Board of Directors



Number 30 Board of Directors



HDT Joint General Manager/Town Centre Development Manager



Business and Operations Manager Number 30

**Other**

- The postholder will be based at Number 30.
- The post-holder is entitled to 31 days paid holiday per year, rising to 34 days after 5 years of continuous service, and 36 days after 10 years of continuous service, including public holidays.
- HDT offers a contributory pension scheme from which the post-holder may opt out if they wish.

Please note, the purpose of a Job Description is to indicate the general level of duties and responsibilities, not to form an exhaustive or compulsory list of detailed activities.