



St Andrews Botanic Garden Trust

Operations Manager vacancy

Operations Manager role description

Salary	£35,000-40,000 pro rata
Hours	Full time
Contract	18 months with potential to become permanent
Location	St Andrews, Fife
Responsible to	Executive Director

This is a great opportunity for a dynamic individual to join the team at St Andrews Botanic Garden. The Trust is currently going through a period of growth with significant investment in the Garden's infrastructure, resources and programmes. This role will play a leading role in the day-to-day operations of the Trust's commercial activities and the development of the Trust's strategic plans, responsible for ensuring the efficiency of business operations covering admissions, hospitality, facilities hire, events, memberships, website, communications and marketing.

The ideal candidate will be well-versed in tourism, visitor services and business performance, with a passion for nature and the outdoors. They will be a competent leader, able to provide guidance that enhances performance in a manner which incorporates the Trust's vision and culture. You will be working as part of a small and friendly team, and good verbal communication skills and willingness to work towards common goals are essential.

The core competencies for the role will include:

Leadership and Management

- Reporting directly to the Executive Director, provide leadership to all departments, including Horticulture, Admissions and Events, Education, Development, Communications and Marketing, and Administration.
- Develop and implement operational strategies to optimize efficiency and profitability.
- Recruit, train, and develop a high-performing team of professionals in each department, conducting periodic employee appraisals.

Visitor services and community engagement

- Foster a culture of exceptional visitor experience and satisfaction, ensuring that all visitors receive a memorable and personalised experience.
- Build and maintain strong relationships with visitors, suppliers, and other stakeholders.
- Maintain high standards of cleanliness, safety, and maintenance throughout the Botanic Garden.
- Oversee the food and beverage and retail operations, ensuring quality products and services are offered to players and guests.
- Develop and manage menus, pricing strategies, and inventory management.
- Manage the selection and purchasing of merchandise for the Visitor Centre.

Financial management

- Develop and manage the annual operating budget, monitoring financial performance and implementing strategies to achieve financial goals.
- Monitor and analyse financial performance, including budgeting, forecasting, and revenue management.
- Review and approve departmental budgets.

- Stay informed about industry trends, market conditions, and competitive developments.
- Oversee payroll, accounts payable/receivable, and inventory management.
- Ensure compliance with all relevant legal and regulatory requirements.

Health and Safety

- Take ownership of all health and safety within the Trust.
- Ensure all risk assessments are up to date and Trust-specific.
- Follow up all accidents/incidents and near misses within 48 hours and update risk assessments, policies and procedures as needed.
- Working with the Administrative Officer and Health and Safety consultant, manage all relevant tasks, risk assessments, reviews, policies, and procedures.

Communications and Marketing

- Develop and implement marketing strategies to promote the Botanic Garden, its programmes, and services to the local community.
- Build relationships with local businesses and organisations to expand the Botanic Garden's reach.
- Oversee the sales process for courses, activities, events, and facilities hire.

Qualifications

- Minimum of 5 years of experience in the management of public facing organisations, with at least 2 years in a leadership role.
- Proven track record of achieving financial targets and delivering exceptional guest satisfaction.
- Strong leadership and communication skills, with the ability to inspire and motivate a diverse team.
- Excellent problem-solving and decision-making abilities.
- In-depth knowledge of hospitality operations, including front office, housekeeping, food and beverage, and sales and marketing.
- Proficiency in management and book keeping software (eg Xero) and Microsoft Office Suite.

SABG is committed to attracting and developing the expertise and careers of exceptional individuals at all levels as part of its core mission and values. You can expect to work with other motivated and qualified colleagues and you will receive a professional development budget.

If you require any further information at this stage or would like to discuss this post then please contact Harry Watkins at jobs@standrewsbotanic.org.

About St Andrews Botanic Garden Trust

St Andrews Botanic Garden was founded in 1889 and has developed on its present site since 1960. It is a beautiful and inspirational garden in the heart of St Andrews. The impressively landscaped 18-acre garden provides a haven within mature trees and shrubs, herbaceous borders, glasshouses and ponds.

St Andrews Botanic Garden (SABG) holds an exceptional, diverse and documented botanical collection in 18 beautiful acres, including recently established living laboratories to research and demonstrate how novel ecosystems respond to climate change. Located in the centre of the iconic town of St Andrews, it benefits from its links to this UK top 5 University and the global tourist interest in St Andrews.

You would be joining SABG at an exciting time in its history as it refocuses on making its gardens, plants and expertise relevant and accessible to a wider audience. SABG has recently gone through a transition to become an independent charitable trust and is in a challenging time of growth and development.

Activities and events bring to life the scientific interest and botanical diversity of the Garden. Family activity trails, champion trees, play areas and informal activity provision ensure families are especially well provided for. We believe passionately in the ability of gardens to change lives for the better. We want our Garden to be full of life, at the heart of our community and reaching out to difficult and under-served audiences through our public programming, educational activities and day-to-day operation.

Objectives

The Trust's primary objectives are:

- To welcome and encourage members of the public of all ages to visit the Garden for enjoyment and education about plants, their biology, and cultivation;
- To advance the education and awareness of the public, particularly children, in biodiversity, horticulture, botany and the environment through the provision of classes, workshops, short courses, out-reach programmes, publications, participation opportunities and other media promotion;
- To maintain, display and develop significant collections of named living plants and related objects available to all for reference and study;
- To provide an academic and scientific resource that addresses key themes of climate change, design, ecology and evolution; and
- To contribute to botanical networks and research initiatives on plants, their environment, biodiversity and conservation, with particular reference to native flora of Scotland and the specialist living collections of the Garden.

Our values

- Beautiful gardens and natural environments are fundamentally important to the mental and physical wellbeing of all people.
- We live better, healthier and more satisfying lives when we can create, care for and enjoy gardens.

The future of life on earth depends on the degree to which humans understand, value and protect plants and the habitats on which they depend.

How to apply

The Person Specification (at the end of this document) provides details of the essential and desirable requirements for the post. You should use it as a guide and provide evidence that shows how you meet, as a minimum, the essential requirements for the post. You are asked in your written application to provide information about how you meet the requirements of Sections 1, 2 and 3 of the Person Specification. If invited to interview the Panel will ask questions about the information you have provided as well as questions to enable you to demonstrate how you meet the requirements of Sections 4 and 5.

Please submit a **Career History of no more than two sides of A4** that gives brief details of your education (Section 1) and also details of all posts you have to demonstrate how you have gained the experience (Section 2) required for the post.

Please also submit a **Supporting Statement of no more than one side of A4** to provide evidence that you have the abilities and skills (Section 3) required for the post. In addition, within your statement please explain briefly what attracts you to both this post and organisation.

Please also give the **names and addresses of two referees** who we might contact if required. One of the referees must be your current or most recent employer. Please indicate on your application whether it would be possible for us to collect references in advance of any interview. We will only contact the referees with your prior agreement.

So that we may contact you about your application please include within your application **your contact details** – full name, address (for any correspondence), telephone numbers (day time and evening) and email address (if you have one).

Submitting your application

Applications should be returned by email to jobs@standrewsbotanic.org or by post for the attention of Harry Watkins, St Andrews Botanic Garden, Canongate, St Andrews KY16 8RT by **10am on Wednesday 4th December 2024**. Applications received by email will be acknowledged on receipt by email. There will be no need to send a hard copy as you will be asked to sign your application if invited to interview.

Shortlisting process and interviews

Applications will be shortlisted and candidates who appear to best meet the requirements from the information given will be invited to interview. Interviews will take place on **11th December 2024**.

Information for applicants with disabilities

Please contact us in good time if there is any assistance you require.

Person specification

	Essential	Desirable
Section 1 - Qualifications		
BSc/BA in Business Management or relevant field; MSc/MA will be a plus.		√
Relevant financial or business administration qualification.	√	
Evidenced Continuing Professional Development.	√	
Membership of relevant professional organisation.		√
Section 2 - Experience		
Experience of developing and attaining long-term, sustainable success as a Business Manager or equivalent role.	√	
Experience of implementing new commercial and visitor-facing systems.	√	
Experience of managing consultants.	√	
Experience of undertaking financial processes.	√	
Section 3 - Abilities and Skills		
Excellent organizational and leadership skills	√	
Advanced financial reporting, budgeting and financial management skills.	√	
Exceptional people skills in delivery of competing priorities.	√	
An ability to coach, teach and support others.	√	
An ability to implement new technologies and systems.	√	
An ability to support strategic and commercial decision-making.	√	
Section 4 - Knowledge and Understanding		
Expert level knowledge of commercial and tourism sectors.	√	
Thorough understanding of diverse business processes and strategy development.	√	
Expert level knowledge of the charitable sector.		√
Good understanding of research methods and data analysis techniques.	√	
Understanding of the participatory, conservation, education and social importance of Botanic Gardens.		√
Section 5 - Personal Qualities		
High standard of personal and professional integrity.	√	
Commitment to the objectives and values of the Garden.	√	
Commitment to personal responsibility and leadership.	√	
Commitment to collaborative team based working.	√	

St Andrews Botanic Garden Trust is a company registered in Scotland and limited by guarantee
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