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| **JOB PACK** |

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| **IDENTIFICATION OF JOB** | |
| **Job Title** | Rye Harbour Discovery Centre (RHDC) Manager |
| **Department** | Operations |
| **Responsible to** | Head of Facilities & Premises |
| **Responsible for** | Asst. Centre Manager, Catering Manager, Volunteer Co-ordinator |
| **Overall purpose of job** | Responsible for the overall operation of the Rye Harbour Discovery Centre, leading a diverse team of staff and volunteers. Ensure high standard of visitor experience, learning and enjoyment. Oversee delivery and monitoring of RHDC Business Plan targets |
| **KEY MEASURES OF PERFORMANCE** | |
| * National Lottery Heritage Fund (NLHF) Activity Plan targets met * Visitor number and income targets in Business Plan are met or exceeded * Overall visitor feedback is positive | |

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| **REMUNERATION** | |
| **Job Grade** | A1 |
| **Salary Band** | £29 - £32,000 |
| **DOCUMENT INFORMATION** | |
| **Created** | 20/03/19 |
| **Last revision** | 14/10/19 |
| **EMPLOYEE SIGNATURE** | |
| **I confirm acceptance of the duties detailed in this Job Pack** | |
| **Employee Name** |  |
| **Signature** |  |
| **Date** |  |

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| **JOB DESCRIPTION** |

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| **Main Responsibilities** |
| **MAIN RESPONSIBILITIES**  Provide leadership, and develop a high performing team of Centre staff and volunteers, contributing to recruitment, training and performance management:   * To deliver the Centre Business Plan, balancing the delivery of Trust strategic objectives alongside maximising the income generating potential of a busy visitor Centre (including Café, shop, room hire, donations and membership recruitment) * Contribute to the delivery of the NHLF funded project, including reporting and evaluation as required * Work effectively with partners and stakeholders, and seek opportunities to develop existing and additional mutually beneficial relationships * Ensure an engaging and inspiring visitor experience, which will include a programme of events for all ages, evidenced by robust monitoring and exceptional visitor satisfaction * Collaborate with colleagues to deliver new and enhanced visitor initiatives and income generation activities * Responsible for all facility and Health and Safety considerations at the Centre, including site and building risk assessments, emergency plan and fire plan, as well as ongoing maintenance * Responsible for drafting the Centre annual work plan and budget, and all subsequent monitoring and reporting. * Work closely with other Trust staff in order to maintain standards and ensure policy compliance, in particular in relation to external (nature reserve) and internal (facilities) site management, interpretation and access, publicity, fundraising, membership recruitment and finance. This will involve occasional travel to other Trust offices/Centres * Promote, support and develop volunteering opportunities at the Centre in liaison with the Volunteering Co-ordinator * Maintain awareness of all relevant legislation and ensure ongoing compliance * To act as Visitor Centre Duty Manager as required (including regular weekend working and occasional Bank Holidays) * Adhere to all Trust policies, procedures and systems * Share visitor service and commercial business expertise across the Trust and other Trusts / partner organisations. |
| The above list should not be regarded as exhaustive as staff may be required to carry out other such duties which may from time to time be determined by the Trust |

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| **PERSON SPECIFICATION** |

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| **Experience** | ***Essential*** | ***Desirable*** |
| Minimum of 3 years in a comparable role (visitor services  incorporating commercial retail and / or catering) | √ |  |
| Demonstrable track record in income generation and meeting  targets | √ |  |
| Proven ability to create successful business plans and accurate  written reports |  | √ |
| Experience of budget setting and management | √ |  |
| Minimum of 3 years managing staff in a leadership role |  | √ |
| Experience of working with volunteers |  | √ |

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| **Knowledge** | ***Essential*** | ***Desirable*** |
| Good knowledge of hospitality / venue management | √ |  |
| Knowledge of facilities and H&S management | √ |  |
| Understanding of local and regional tourism issues |  | √ |
| Contract management and negotiation skills |  | √ |
| Understanding and commitment to running a sustainable operation with minimum carbon footprint and environmental impact |  | √ |

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| **Skills** | ***Essential*** | ***Desirable*** |
| Excellent interpersonal and communication skills at all levels. | √ |  |
| Effective decision making and ability to build consensus | √ |  |
| Track record in effective staff management and leading a customer  focussed team | √ |  |
| Track record of developing new initiatives |  | √ |
| Excellent organisational and administrative skills, ability to work under pressure and to meet deadlines | √ |  |
| Ability to monitor and evaluate different business targets |  | √ |
| Ability to bring commercial rigour, whilst maintaining charitable objectives | √ |  |
| Current First Aid at Work certificate |  | √ |

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| **Personal Qualities** | ***Essential*** | ***Desirable*** |
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| An existing interest in wildlife, or a desire to learn |  | √ |
| Willingness to work regular weekends and occasional Bank  Holidays | √ |  |
| Creative thinker with the ability to bring new ideas to the organisation |  | √ |

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| **JOB SPECIFICATION** |
| **Work Complexity** |
| * Range of complex & professional work – e.g. line management, volunteer supervision, commercial development, daily operation |
| **Competence/Technical Skills** |
| * Stand-alone role with specialist knowledge |
| **Management Responsibilities** |
| * Manages and appraises core staff, supervises volunteers * Responsible for banking of shop and café monies * Duty manager responsibilities |
| **Level of Decision Making** |
| * Substantial personal responsibility and autonomy. * Decision making on daily operational issues, procurement and visitor experience |
| **Budgetary Responsibility** |
| * Designated centre and project budget responsibilities |
| **Communication & Customer Contact** |
| * Interacts at a high level with other organisations and all departments * Works effectively with a diverse range of the general public |
| **Miscellaneous** |
| * Full current driving licence required as may need to visit other SWT locations not easily accessible by public transport * In order for the organisation to work effectively you may be required to assist with other areas of work and therefore you should be prepared to undertake other duties appropriate to the post as delegated and appropriate * All staff are required to abide by organisational policies and procedures. * Regular weekend working ( approx. 1 in 3) will be required |

**This role is supported by the National Lottery Heritage Fund**