

## JOB DESCRIPTION

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|--------------------------|---|
| Job Title:               | <b>General Manager</b>  |
| Rate of Pay:             | £34,000-£36,000 full time, dependent on experience  |
| Job Tenure:              | A permanent contract with 6-month probation period  |
| Hours:                   | 35 hours per week including evening & weekends as required  |
| Location:                | Collective<br>City Observatory<br>38 Calton Hill<br>Edinburgh<br>EH7 5AA  |
| Directly Responsible to: | Kate Gray - Director  |
| Benefits:                | We offer a pension scheme, contributing up to 3% of your salary into a defined contribution scheme. You will have access to an annual training budget. You will be entitled to a percentage of 25 days' holiday and 11 bank holidays (pro rata) each year. We also offer discounts in our shop. |
| Deadline:                | Monday 17 June 2019 at noon   |
| Proposed Interview date: | Tuesday 25 June 2019  |
| Preferred start date:    | w/c 2 September 2019  |

Application by CV and statement to: mail@collective-edinburgh.art  
Information and questions to: kategray@collective-edinburgh.art

### Background

Since 1984, Collective, a not for profit contemporary visual art centre, has been fundamental to the cultural vitality of Scotland. Through bringing people together around the production and presentation of new work, Collective has developed a significant international reputation. In 2013, Collective moved to the City Observatory on Calton Hill and provided the vision to redevelop this part of Edinburgh's World Heritage site. In November 2018, the restored City Observatory and City Dome, along with a new exhibition space and purpose-built restaurant, shop and learning hub opened together as Collective.

Collective, is now seeking a self-motivated General Manager to develop, coordinate and deliver the finance, business and operations aspects of the organisation. The applicant will be ambitious, proactive and excited about the opportunities to develop the Trading Company and deliver a unique range of experiences. You will have a proven track record and at least 3 years' professional experience in a similar role which demonstrates your suitability as a candidate and your sensitivity to the needs of an outstanding heritage site while understanding the mission of Collective.

## Role Purpose

1. Have overall departmental responsibility for the following areas:
  - Financial control and compliance
  - Operations, Front of House and Site Management
  - Human Resources
  - Trading Company
  - Board and Committee support and governance
2. As a member of the Management Team (MT), contribute to and support the development, implementation and achievement of the Policies and Business Plan
3. Lead on performance and planning within the Trading Company and report to the Trading Company Chair and Board
4. Lead on the development of an annual Operational Plan ensuring the site is fully operational for visitors, all compliance and legal procedures in place and staff trained to operate the site.
5. Service Collective's Finance Committee and Trading Company Board and actively influence and contribute to the planning and operational delivery of governance activity and annual policy and procedure review
6. Enhance Collective's public profile through high-quality visitor experience
7. Develop and maintain effective, positive and professional external business relationships. Key working relationships include our catering partner Gardeners Cottage, our landlord the City of Edinburgh Council, our auditors Chiene and Tait and other relevant professional bodies
8. Maintain an up-to-date knowledge and understanding of the external environment in which Collective operates, ensuring challenges and opportunities are identified and appropriate

action taken

9. Monitor and effectively manage the Trading Company taking into account ROI
10. Provide effective leadership and management to the Department, providing support, encouragement and guidance to staff and effective line management of those directly reporting to the General Manager.

## **Duties and Responsibilities:**

Accountable for the Trading Company, operations and finance aspects of the organisation reporting to the Director and the Trading Company Board. Advise the Director and the Management Team (MT) on all aspects of the departmental areas. Provide effective leadership and management of staff, providing support, encouragement and guidance to Administrator, Site Coordinators, Operations Coordinator and Visitor Assistants.

In particular oversight and responsibility for:

## **Financial control and Compliance**

Responsible for financial performance and oversight incorporating; bank reconciliation, producing management accounts, cash flows, payroll and projections, you will support the development and implementation of the Business Plan and annual budgets, arrange audits, monitor income and expenditure and prepare reports for the Director, Committees and Boards. You will support Heads of Departments to manage and report on their cost centres.

## **Operations, Front of House and Site Management**

You will work with and support the Site Coordinators and Operations Coordinator in the effective management of the site including FOH rota, maintenance processes, cleaning and waste and liaise with City of Edinburgh Council. You will manage Visitor Assistants to support visitor experience and event staff. You will be a Green Champion for the organisation, ensuring the objectives of the Environmental Plan are communicated to the team and delivered. You will participate in the Calton Hill Steering Group influencing and representing Collectives' interests. You will oversee the remaining snagging period of the recent Capital Project, liaising with Project Managers and Design Team.

## **Human Resources**

You will work with the Administrator to oversee staff recruitment and induction and the MT on training. You will ensure best practice in management and policies.

## Trading Company

You will be responsible for the performance of the Trading Company and work with the Trading Company Board members and chair to develop opportunities, diversify income streams and set targets for these. Ensuring the Trading Company is compliant with structures and processes in place to monitor and report on business objectives. Work with the chair of the Trading Company to report on retail, catering, events and hires and holiday lets. Working with the Retail/Trading Manager and partners on identifying opportunities to maximise profitability in synergy with Collective's mission.

## Board Support and Compliance

Working with the Director and Administrator, you will provide the role of secretary to the Board and its committees to enable the Board to effectively undertake their responsibilities and duties. Ensuring the internal policy audit reflects the organisational priorities and statutory requirements.

## Person Specification:

### Skills, abilities and knowledge:

#### Essential

- Commercial acumen with at least three-years of demonstrable ability to be enterprising in income generation and understand return on investment;
- Highly numerate with knowledge of Sage, excel and financial packages;
- Highly developed and demonstrable people management skills;
- General management skills including planning, budgeting and reporting;
- Knowledge and understanding of the current business environment including relevant sector initiatives and issues;
- An understanding of relevant legislation e.g. GDPR, OSCAR;
- Knowledge of the purpose and outcomes of creating and managing successful site and visitor experience;
- An understanding of accounting and audit processes and requirements;
- Knowledge and understanding of risk management procedures;
- Project management skills;
- Strong interpersonal and communication skills at all levels with the ability to build productive and positive relationships including Board members, sponsors, donors and partners;
- Ability to act as a champion for Collective and its full range of activities and services and particularly in environmental areas.

## Experience

### Essential

- Comprehensive experience of operating at a management level;
- Experience of engagement with Boards, Senior Management, and managing partnerships
- Managing organisational/ business finance, producing management accounts, cash flows, payroll and projections
- Bookkeeping or accountancy qualification
- Responsibility for compliance.

### Desirable

- Experience of running a catering, retail and/or holiday let businesses
- Knowledge of and interest in contemporary art and heritage
- Site management qualifications or experience
- HR qualifications and experience.

**Further Information:** Applicants are asked to provide a CV and written statement saying how their skills match the person specification and demonstrate the value and relevance of their experience to the post.

**Selection Procedures:** The applicants who meet the criteria based on the job description and the person specification and who demonstrate this in their written statement will be selected for interview.