



Operations Manager

Recruitment Reference:

HES/21/071A

Starting Salary:

£ 34,303 pro rata per annum

Salary Range:

£ 34,303 - £39,873 pro rata per annum

Pay Band:

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Directorate:

Commercial & Tourism

Location:

Unit 3, Seven Hills Business Park, Edinburgh, EH11 4EP.

Line Manager:

Dr. Allan Williams, Head of NCAP

Contract Type:

Full-time, Permanent

Working Hours:

Full time (37 hours per week)

Thank you for your interest in the post of Operations Manager at Historic Environment Scotland, with the Edinburgh-based National Collection of Aerial Photography (NCAP) team. This is a permanent and pensionable appointment.

A new post, the Operations Manager will be a key role within the leadership of the NCAP team, responsible for managing the production flowlines in our new, purpose-built facility.

About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

Our Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected and managed for the generations to come.
- The historic environment makes a broader contribution to the economy of Scotland and its people.
- The historic environment inspires a creative and vibrant Scotland.
- The historic environment is cared for and championed by a high performing organisation.

Overview of the post and information about the team

The National Collection of Aerial Photography – ncap.org.uk – is one of the largest collections of photography in the world, a centre of excellence and standard-setter for the custodianship of historic aerial photography. NCAP holds over 30 million aerial images that record key moments in history and places throughout the world. Part of Historic Environment Scotland, NCAP sits within the Commercial and Tourism Directorate.

This is a new post, created following a period of sustained business growth. The role of Operations Manager is an important role within the team, reporting to the Head of NCAP. In summer 2021, NCAP operations are moving to a new, purpose-built facility that will optimise flowlines for physical preservation, digital imaging and cataloguing (both on-demand and strategic programmes).

The post-holder will be responsible for managing the production flowlines, the management of the new operational set-up, including managing the team, overseeing targets and KPIs for on-demand orders and programmes, as well as managing day-to-day security, health and safety and business continuity.

This new role will oversee three core teams involved in the production and monetising of NCAP digital assets – Digital Imaging, Cataloguing and Sales. The ambitions of this post are to create a point of contact which will ensure collaborative working with clear boundaries between the operational production environment, collections management, and technical innovation to ensure that high standards are delivered thus providing a clear responsibility around quality assurance of processes and products.

Following the relocation of NCAP operations this summer, the DOS Project – a major partnership grant-funded by the Bank of Sweden Tercentenary Foundation between HES, and the universities of Stockholm and California (Berkeley) – will be a major focus for the NCAP team. For the project, the 1.6 million aerial photographs in the NCAP-held Directorate of Overseas Surveys (DOS) collection, which date back to the 1940s and which record 55 countries of the Commonwealth in their entirety, will be preserved and digitised.

Key responsibilities, duties and objectives

- Co-ordinated management of all the production stages to ensure quality control and quality assurance processes of NCAP assets, including collections care, digitisation and cataloguing.
- Responsibility for the daily operations within Seven Hills including overseeing health and safety and security.
- Responsibility for record security, recall, movement and storage within Seven Hills, ensuring continuity of care at all stages.
- Responsibility for flowline of customer orders, including resource management for partnership projects and management of initiating partner-created digital outputs.
- Line management responsibility for staff in the operations environment including managing overtime, TOIL and current objectives, providing support and direction to employees to ensure they achieve work goals.
- Day to day budget management controls – expenditure / requisitioning.

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:

- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

Management Competencies:

- Achieving results - Focusing on the delivery of objectives
- Leading a Team/Project/Task – Focusing on leading a Team/Project/Task or developing people.

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:

- Significant experience in a production-flowline environment within any sector.
- Exceptional customer service and people management skills and experience, coaching, team building and people development skills with experience of implementing changes to ways of working in a production environment.
- Project management – ability to prioritise and manage complex operations.
- Demonstrable line management experience including working with temporary and agency staff.
- Exceptional planning, problem-solving and organisational skills with the ability to work well under pressure.
- Experience of setting and forecasting income targets and managing budgets including supplier and maintenance contracts.
- Strong organisational skills, ability to plan and prioritise work and allocate resources to ensure delivery to realistic and changing deadlines or new challenges.
- Knowledge of developing and managing conservation and digitisation technical systems.
- Confident presenter with the ability to negotiate and problem solve.
- Ability to communicate, both written and orally, a customer focused / world-class vision.

Desirable requirements:

- Knowledge of archival best practice in conservation and digitisation of historic aerial photography.
- Awareness of commercial best practice in the cultural and heritage sector.
- Full driving licence.

Qualifications & Professional Memberships:

- Educated to degree level in a related discipline. In lieu of a degree significant relevant experience will be required. It will be necessary to demonstrate relevant and applicable expertise.

What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 5 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition, we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

How to apply for this post

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>.

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Dr Allan Williams, Head of NCAP at allan.williams@hes.scot.

Applications are especially welcome from those who have Gaelic language skills.

Thank you.

Human Resources
Historic Environment Scotland