



# St Andrews Botanic Garden Trust

## Business Operations Manager job description

<b>Hours</b>	Initially 24 hours per week with flexible hours
<b>Contract</b>	Permanent, subject to probationary period
<b>Location</b>	St Andrews Botanic Garden
<b>Responsible to</b>	Executive Director
<b>Salary</b>	£29,000 – 35,000 FTE
<b>Direct reports</b>	1
<b>Indirect reports</b>	5 staff, 3 consultants

St Andrews Botanic Garden wishes to appoint an experienced and proactive Business Operations Manager who is able to lead the Commercial and Central Services team and all commercial activity within the Trust.

This is an important role reporting to the Director and requiring a close working relationship with the Curator and Development Manager. As a member of the senior management team, you will be given significant responsibility from the first day and will have the opportunity to review existing systems and the authority and support to develop these as appropriate. As manager of Commercial and Central Services team, you will be responsible for ensuring that high standards and ambitious targets for retail and hospitality are met by the Trust's commercial activities and support colleagues with project budgets. This brings its challenges, particularly the need to be resilient working in a rapidly developing environment, strategic with regards to growth, and entrepreneurial in finding and implementing solutions where no precedent exists.

The successful candidate will have excellent communication skills and an ability to work as part of a team and with people at all levels. They will have demonstrated expertise in bookkeeping or accountancy roles, and understand and maintain the confidential nature of elements of the work. Familiarity with common database and communications systems is necessary, as is a sound understanding of commercial principles and practice, and a commitment to leading a first-rate business operation.

Educated to degree level or above the role-holder will have recognised financial qualifications. They will be able to prioritise effectively, supervise staff, delegate and work under pressure to inflexible deadlines. They will have strong administrative skills, a high level of computer literacy and technological awareness together with a methodical approach to work.

We are committed to attracting and developing the expertise and careers of exceptional individuals at all levels as part of our core mission and values. You can expect to work with other motivated and qualified colleagues and to support your career development you will receive a dedicated self-directed personal development budget. In addition to a generous benefits package including 33 days leave pa pro rata and pension contributions, there will be considerable opportunities for the role to grow as the business develops in terms of the FTE, the scope of responsibilities and team structure.

## Main duties and responsibilities

The Business Operations Manager shall:

1. Lead the Commercial and Central Services team, including line management of the Visitor Services Supervisor and management of the Visitor Services team, meeting ambitious targets for business growth and diversification.
2. Manage contracts for external consultants responsible for the audited accounts, payroll, HR, Health and Safety, and Fire Safety to ensure best value.
3. Produce cost centre business and project plans to support decision-making by the Director, and present quarterly reports to the Board.
4. Maintain, produce and explain financial and business information using Xero software, ensuring that all associated systems for this are robust and compliant.
5. Carry out weekly bank reconciliation and resolve discrepancies.
6. Prepare accounting and payroll reports on a monthly basis.
7. Provide a professional and supportive interface with non-Finance colleagues across a diverse organisation.
8. Have strong professional experience with demonstrated success in developing business, ideally in commercial or hospitality sectors.
9. As part of the Senior Management Team, contribute to operational leadership of the Trust.
10. Working with Director and staff teams, plan and deliver strategic growth for the Trust.

In terms of abilities and skills, the post holder will:

- Be **entrepreneurial, proactive** and **ambitious**, working to high professional standards.
- Have excellent communication skills, be confident and **passionate in engaging with people** of all ages, abilities, and social backgrounds.
- Be a **great team player**, adaptable and flexible to a varied working environment.
- Be able to **prioritise effectively**, organise meticulously and take the initiative.
- Be **resourceful, open-minded** and **thorough** in approaching routine and new tasks.

If you require any further information or would like to discuss this post then please contact the Executive Director, Harry Watkins via [jobs@standrewsbotanic.org](mailto:jobs@standrewsbotanic.org).

No agencies please.

## **Background information about the Garden**

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 and ponds.

The botanic garden holds an exceptional, diverse and documented botanical collection in 18 beautiful acres. Located in the centre of the iconic town of St Andrews, it benefits from its links to a prestigious university and the global tourist interest in St Andrews.

You would be joining the team at an exciting time in its history as it refocuses on making its gardens, plants and expertise relevant and accessible to a wider audience, developing new business activities and botanical projects. We have recently gone through a transition to become an independent charitable trust and are in an important phase 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; 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 had 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 or by post for the attention of Harry Watkins, St Andrews Botanic Garden, Canongate, St Andrews KY16 8RT **by 4pm on Tuesday 28<sup>th</sup> February 2023**. 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 by arrangement in the Garden on 7<sup>th</sup> – 9<sup>th</sup> March 2023.

Please contact us in good time if you require any assistance with your visit.

## **Person specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Section 1 – Qualifications</b>		
Educated to degree level	√	
Relevant financial or business administration qualification	√	
Continuing Professional Development and Membership of relevant professional organisation.		√
<b>Section 2 - Experience</b>		
5+ years professional business experience	√	
3+ years experience having full and direct accountability for financial reporting for an organisation or business unit	√	
Experience of implementing new administrative systems	√	
Experience of managing staff or volunteers	√	
Experience of charity funding and accounting		√
<b>Section 3 – Abilities and skills</b>		
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 contribute to strategic and commercial planning	√	
<b>Section 4 - Knowledge and understanding</b>		
Expert level knowledge of administrative systems	√	
Expert level knowledge of the charitable sector		√
Understanding of the participatory, conservation, education and social importance of Botanic Gardens.		√
<b>Section 5 - Personal Qualities</b>		
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	√	