

Recruitment Pack for

# Operations Manager

**Heart of Hawick**  
**Towermill, Hawick**

Dear Applicant

**Post:** Operations Manager  
**Closing Date:** Friday 21 January 2022 at 17:00  
**JOB REF No:** 0631  
**SALARY:** Grade 8 (£28,138 - £31,264 per annum)  
**Hours:** 37 hours per week

Thank you for the interest you have shown in our Operations Manager post within our team which is based at Heart of Hawick.

The following information provides you with details about our organisation to assist you with your application. More information can be found on our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

- Introduction to Live Borders
- Our Strategic Vision
- Heart of Hawick
- Job Description and Person Specification
- Conditions of Employment

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form. Please complete both and return to [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk)

The anticipated timeline for the recruitment process is outlined below:

**Closing Date:** Friday 21 January 2022 at 17:00

**Interviews:** scheduled for 27/28 January 2022

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) to discuss your needs or request a call back.

We look forward to receiving your completed application.



## Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitors performance of the organisation.

## Our Strategic Vision

**Vision:** Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

**Mission:** We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

### Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

## Our Aims and Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team, made up of our CEO and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

<https://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/>

## Heart of Hawick

Heart of Hawick (Tower Mill) is a cultural led regeneration project designed to make a substantial contribution to the social, cultural and economic regeneration of Hawick and the wider Scottish Borders. The idea of Heart of Hawick came from a wide range of people and groups – Scottish Borders Council, politicians and community groups and a big contribution from young people. Tower Mill officially opened to the public in 2008 and is probably one of the most predominant buildings in Hawick (Grade A Listed), which has been used for a number of purposes since it was built (around the 17th century) such as a weaving mill, a store for milk powder during the war, a bingo hall and even a nightclub. By the 1980's, Tower Mill stood derelict. With the support of the local community and successful lobbying for “assisted area status” over 20 years ago, community consultation and a range of externally commissioned studies, the need for private sector training premises and a study recommending the formation of a creative arts business network was highlighted. During the project planning stage of Towermill, project stakeholders agreed to develop a state of the art genealogy service to take advantage of both the rich cultural heritage of the Scottish Borders and the opportunity to attract national and international visitors. The project subsequently grew to include the adjacent sites of the old Corn Exchange and Drumlanrig's Tower, which is now the Heritage Hub.

Tower Mill incorporates a Victorian waterwheel, 111 seat auditorium cinema/theatre/conference centre, rentable workspaces and a café (approx. 100 covers). And most recently, in partnership with Alchemy Film & Arts, we have re-animated the Waterwheel using film and digital animation. The building has been completely transformed and is the place to watch a film, listen to live music, visit the café, hire a meeting room or start a new business.

Externally, a new civic space was created which has hosted open air events and festivals, live music and farmers markets. Scottish Opera were one of the very first National Companies to return to the site after the pandemic and this space is now beginning to be reanimated again. Tower Mill is the only Live Borders facility that operates as a multi-functional facility offering cinema/theatre/café and conference facilities. Following an award of Performance Art Venue Relief Funds from Creative Scotland we have started to re-awaken the creative programme and audiences are beginning to return. Tower Mill also hosts a weekly “What Matters Hub which offers drop in sessions and appointments for members of the public to meet people from community groups as well as social workers and occupational therapists.

The nearby Heritage Hub and Borders Textile Tower House also forms a “cluster” and the current development plan identifies opportunities to share skills and assets across this cluster. We would expect this post holder to drive these operational and programme development opportunities.

Tower Mill also operates within close proximity to other Live Borders facilities – Teviotdale Leisure Centre, Hawick Museum, Hawick Town Hall and Hawick Library.

## JOB DESCRIPTION

|               |                                    |
|---------------|------------------------------------|
| Post Title:   | Operations Manager                 |
| Directorate:  | Managed Services – Heart of Hawick |
| Reporting to: | Director of Commercial Services    |

### Job Purpose:

Responsible for the successful delivery and operational management of the multi-function Tower Mill facility which includes cinema/theatre, café and business units, to drive income, sustainability and participation increases in line with the Live Borders' Strategy in accordance with best industry practice and compliance with appropriate legislation.

### Responsibilities:

1. Responsible for day to day operation of Tower Mill
2. Responsible for the operational management and development of the team based at Tower Mill
3. Deliver the development and business plan for Tower Mill supporting a high quality, diverse and sustainable programme of activities and events
4. Work collaboratively to co-ordinate activities across the Heart of Hawick campus (Heritage Hub, Border Textile Towerhouse and outdoor space)
5. Work with internal and external stakeholders to identify opportunities for programming, venue development to increase participation in a wide range of cultural activity, grow audiences and income
6. Actively contribute to product and service development goals
7. Locally champion new product or service development on site, from innovation through to successful implementation
8. Collate and analyse business data pertaining to all Tower Mill activities and report regular on performance and service improvements.
9. Develop, implement and maintain quality assurance protocols
10. Ensure that Tower Mill meets the health and safety standards established by Live Borders, including risk assessment, building operating procedures, food hygiene and other compliance
11. Monitor and manage, with support, relationship and contracts with tenants in the business spaces and meeting rooms
12. Manage external Service Level Agreements, developing appropriate Key Performance Indicators to manage and monitor
13. Participate in the budget setting process, manage and monitor allocated budget working within Live Borders financial regulations and procedures
14. Manage and co-ordinate the team, including setting standards of performance and work targets, and providing guidance, support and training as required
15. Undertake a full range of line management responsibilities including recruitment, induction, appraisal, training and development, absence management, performance, discipline and grievance
16. Represent Live Borders internally and externally e.g. at networking events, meetings, conferences and exhibitions to enhance and strengthen the Live Borders' profile



17. Comply with, and ensure compliance with, all Live Borders policies and procedures
18. Promote equal opportunities in service delivery and management of staff
19. As an employee you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.

This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the Service or Live Borders

**Other details:**

Requirement to work out of hours and weekends – occasionally . The facility is open from early morning to late evening, therefore you should be prepared to address any emergency situations should they arise.

Requirement for PVG/Disclosure check – no

**Note: the salary/pay of all posts within Live Borders will be subject to a further review and evaluation.**

### Person Specification:

| <b>EDUCATION</b>   |                    |  |                    |
|--|--------------------|--|--------------------|
| <b>Essential</b>   | <b>Assessed by</b> | <b>Desirable</b>   | <b>Assessed by</b> |
| HND in Venue Management (or related subject), or equivalent  | App.               | Degree in Venue Management or related subject  | App.               |
|  |                    | Relevant health and safety certification   | App.               |
| <b>EXPERIENCE</b>  |                    |  |                    |
| <b>Essential</b>   | <b>Assessed by</b> | <b>Desirable</b>   | <b>Assessed by</b> |
| Experience in venue management in multi-purpose venue  | App./ Int.         | Experience of leading programming and events development   | App./ Int.         |
| Experience of line managing staff and dealing with a range of staff management issue                         | Int.               | Management of catering and events operations   | App./ Int.         |
| Experience in developing and increasing income and participation   | App./ Int.         | Experience gained within a charitable, leisure/ cultural trust   | App.               |
| Experience of delivering services that are compliant with health and safety and food hygiene                 | App./ Int.         | Experience of developing business cases, including external funding applications                       | Int.               |
| Experience of effectively managing budgets   | App./ Int.         | Experience in managing external service level agreements, including setting key performance indicators | Int.               |
| Experience of developing strong successful partnerships and working in collaboration to deliver key outcomes | Int.               |  |                    |
| <b>SKILLS AND KNOWLEDGE</b>  |                    |  |                    |
| <b>Essential</b>   | <b>Assessed by</b> | <b>Desirable</b>   | <b>Assessed by</b> |
| Excellent communication skills, with ability to deliver to a variety of audiences                            | Int./ Ref.         | Strong presentation skills   | Int.               |
| Knowledge of industry sector   | Int.               | Market review and customer engagement  | Int.               |
| Self-motivated, with the ability to work proactively using own initiative                                    | Int./ Ref.         | Understanding of the needs of customers and retention practices  | Int.               |
| Ability to influence both internally and externally and ensure compliance                                    | Int./ Ref.         | Knowledge and understanding of health and safety and food hygiene                                      | Int.               |
| Ability to work collaboratively with others to provide a high quality service                                | Int./ Ref.         |  |                    |
| Ability to organize, prioritise and meet deadlines   | Ref.               |  |                    |

|   |      |  |  |
|---|------|--|--|
| Excellent interpersonal skills and the ability to develop and maintain effective working relationships and interact persuasively with all staff | Ref. |  |  |
|---|------|--|--|

**Key:**

App. = Application

Int. = Interview

Ref. = References

## SUMMARY OF CONDITIONS OF SERVICE

|                      |  |
|----------------------|--|
| Location:            | <b>Heart of Hawick</b> (colleagues may be required to work at any Live Borders site during their career with us).  |
| Hours of Work:       | <b>37</b> hours per week, worked as agreed with line manager   |
| Payment Method:      | Paid monthly on the last banking day of each month.  |
| Annual Leave:        | Up to 2 years' service = 30 days (pro-rata for part time)<br>Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.  |
| Public Holidays:     | 4 designated public holidays per year (pro-rata for part time)   |
| Notice Period:       | 4 weeks, as detailed in any offer of employment  |
| Pension:             | Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.   |
| Equal Opportunities: | Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.  |
| Sickness Allowance:  | Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service. |
| Presentation:        | Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.  |
| Other Benefits:      | Free access to all our sports facilities<br>Cycle To Work Scheme<br>Access to ASVA<br>Healthy Extras – includes retail discounts and access to health and wellbeing services   |

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

## INFORMATION FOR ALL JOB APPLICANTS

### Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are listed below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the holder as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

### Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this is a requirement of the post. The cost of this registration will be met by Live Borders.

### Live Borders

For more information about Live Borders please visit our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

Please contact our People Team on [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) if you require any other information about working for Live Borders.