



Manx National Heritage
Eiraght Ashoonagh Vannin



Appointment of Head of Operations

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Saxton Bampfylde

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Welcome from the Chief Executive

Thank you for your interest in this truly rewarding opportunity with Manx National Heritage. If you have a passion for heritage and a love for places of outstanding beauty, this is your moment!

Manx National Heritage is the trading name of the Manx Museum and National Trust, a registered charity and the organisation responsible for conserving, protecting and promoting the Isle of Man's cultural, built and natural heritage. This is an exciting time to join our organisation and to further develop a high performing culture as we reset our ambitions for the next strategic phase.

We seek an exceptional and inspiring leader to fulfil a senior influencing position as Head of Operations. As a valuable member of the executive management team, you will ideally have a successful track record of leading transformational change within a multi-faceted visitor attraction organisation.

A stunningly beautiful Island, easily accessible from the UK and Ireland, the Isle of Man has one of the richest historic landscapes in Europe. Manx National Heritage is the largest single operator of visitor attractions on the Island, including the world's largest working waterwheel, the oldest surviving schooner in the world, one of the best preserved medieval castles in Europe, more than 2500 acres of landscape and 525 ancient monuments - we have over 1 million items in our care and much to be proud of.

The Isle of Man is probably best known for the TT races and perhaps less known is the fact that the Isle of Man is the world's only entire jurisdiction to be named a Unesco Biosphere, with a diverse natural landscape. 86% of residents say they have an excellent quality of life on the Isle of Man, which is recognised as the safest place to live in the British Isles.

The role of Head of Operations will be challenging, diverse and particularly rewarding and your experience, commitment and talent will be directly contributing to the protection of the Island's heritage for future generations to enjoy. This is a unique opportunity to make a significant difference.

Thank you for taking the time to fully consider the opportunities this role has to offer.

Connie Lovel, Chief Executive
Manx National Heritage





About the Isle of Man and Manx National Heritage

The Isle of Man is located in the middle of the Irish Sea – a strategic location which has given it a unique history of occupation, contact and conflict over 10,000 years.



As a result, it has its own language, political system, currency and culture which reflect its relationships with its neighbours at different times.

Constitutionally, it is a British Crown Dependency, however the Island has never been part of the United Kingdom, or the EU for that matter. It has its own national anthem and flag.

The Island today has a population of c85,000 people. It has a varied economy with new sectors such as international finance, e-gaming and specialised engineering existing alongside traditional activities such as agriculture, fishing and tourism. UNESCO has recognised the importance of our environment through our Biosphere Reserve status

and the Island has a high quality of life. Connectivity by air and sea has been strong and the Island has modern health care, education and telecommunications infrastructure.

Manx National Heritage is the trading name of the Manx Museum and National Trust, a charity registered in the Isle of Man, operating at arms' length from Government and sponsored by the Department for Enterprise. The charity is responsible for, and holds in Trust, the Isle of Man's national collections and archives. In addition to an annual grant from the Isle of Man Government, MNH has responsibility for self-generated income, to ensure adequate funds to carry out its statutory obligations and charitable purpose. MNH generates its own funds through commercial trading operations and donations and also receives an annual grant from the Isle of Man Government, contributing towards fulfilling its statutory remit for the care of the Island's heritage.

Manx National Heritage (MNH) exists to take a lead in protecting, conserving, making accessible and celebrating the Islands' natural and



cultural heritage for current and future generations whilst contributing to the Island's prosperity and quality of life. MNH has a key role to play in promoting and enhancing the Isle of Man's Heritage, ensuring our places and spaces attract and inspire all those who engage with our Island's built and natural heritage.

MNH manages c2500 acres of Manx Museum and National Trust land together with 11 principal visitor admission sites, a portfolio of mixed use buildings and a number of field monument sites. MNH's digital platforms play a significant role in ensuring our national heritage becomes more relevant to more people. The iMuseum provides free and growing online access to parts of the Manx National Heritage Museum Collections, Manx National Heritage

Library & Archives and the Isle of Man Historic Environment Record.

As the single largest operator of visitor attractions on the Island, MNH is a significant contributor to the visit economy of the Isle of Man, with regular interaction with industry stakeholders and contributors, including the Visit Agency and the Chamber of Commerce. Our sites also contribute to the wellbeing of the Island's population, with a great sense of pride felt for the heritage of the nation. MNH is an essential part of the visitor economy and an intrinsic element of the current Visit Isle of Man 10 year strategy to grow tourism over that period to achieve 500,000 visitors per annum. This also forms part of the Isle of Man Government's Island Plan.



Manx Museum

[Find out more about Manx National Heritage here.](#)

[Find out more about the Isle of Man here](#)

OUR CHARITY CARES FOR...

The world's largest
working waterwheel

Over 950 plant
species in our gardens

The oldest surviving schooner
in the world

Calf of Man Bird Observatory of
international importance

More Viking Age silver per
square kilometre than England,
Ireland, Scotland and Wales

More than 2,500 acres
of landscape

Over 1 million
items in our collections

525
Ancient monuments

Manx National Heritage is responsible for conserving, protecting and promoting the Isle of Man's natural and cultural heritage. We are a registered charity and look after some of the Island's most special places, spaces, archives and museum collections.





The role

The Head of Operations will join at an exciting time, amidst the backdrop of the Manx Museum's 100th anniversary in 2022/23, and as the organisation enters a new chapter in its history and develops a new three-year strategy.

As a member of the Senior Leadership Team reporting directly to the Executive Director (Chief Executive), the Head of Operations will lead and develop all visitor services and commercial enterprise activities within the organisation, sponsorship and corporate partnerships, and will constantly evaluate the potential to expand into new areas of business.

They will also contribute to the overall strategy of the charity and its delivery plans and will provide leadership, direction and support to all site staff, colleagues within the Operations Division and more broadly across the organisation, for the effective



delivery of the Trust's corporate strategy. Working closely with the Executive Director (Chief Executive) and other members of Senior Leadership Team, the post holder will be responsible for reputational management and for developing Manx National Heritage future strategies.

Key duties and responsibilities

- **Head of Division** – demonstrate transformational leadership with responsibility for all aspects of strategy and implementation of activities to ensure the highest levels of standards and professionalism across the division, particularly with customer-facing activities and visitor experience. Creating, leading and sustaining a collaborative and cohesive culture across the division. Provide strategic leadership, ensuring that performance standards and KPIs are achieved and organisational requirements are met. Responsible for recruitment, training, reporting, appraisal, professional development and performance management.
- **Site Operations** - oversee and manage site operations to include all aspects of visitor attraction operations management. Responsible for leadership across site operations, to include visitor operations and admissions, retail, hospitality, travel trade/tour operators, and events, operational management staff and their teams. As required, the post holder will also manage the work of relevant consultants, contractors and suppliers.
- **Commercial enterprises** - income generation, strategy and delivery – lead the development and delivery of a Commercial Strategy which maximises income and growth and supports an integrated approach across all trading operations impacting on visited sites, online, let estate, admissions, F&B, and events. Develop new commercial proposals in line with the Strategy Plan for consideration by the Executive Director (CEO) and provide risk analysis for potential partnership ventures to assist the Executive Director and Trustees in strategic decisions
- **Financial performance, reporting and analysis** – as a budget holder, produce regular financial and non-financial performance reports against agreed key performance indicators. Lead the management of operational budgets to ensure the delivery of all activity is achieved within agreed budget and demonstrates value for money. Set, control, and monitor staffing and all commercial activities budgets, analysing all areas of performance and leading a proactive approach to income generation to deliver necessary financial and visitor objectives and all commercial operations deliver best value and financial returns.
- **Visitor Experience** - Continually review the visitor experience and work with the Executive Director, Head of Collections and Head of Marketing, Cause & Communications to develop ways to build visitor numbers and diversify

audiences, embracing new areas of engagement. Ensure the delivery of high standards of customer service and care for all site users.

- **Stakeholder management and industry collaborations** - work collaboratively with stakeholders across relevant industry sectors (eg Visit Agency, Chamber of Commerce). representing MNH and participating in external meetings and initiatives where appropriate.

Executive responsibilities as Head of Division and member of the senior leadership team

- Contribution as Head of Division – provide effective representation when required internally (to Board of Trustees and colleagues). Contribute to the overall strategy of the organisation, at executive meetings, through provision of board papers and when undertaking wider corporate duties externally when required. A shared leadership responsibility for devising and delivering transformational change across the organisation is an essential requirement of this role.
- Creating, leading and sustaining a collaborative culture with effective interface with Heads of MNH Divisions to ensure consistently high standards of customer and visitor experience, physically at our sites and through on-line interaction.
- Contribute to MNH’s long term financial stability and organisational resilience by creating an environment which builds the Trust’s reputation as the national heritage organisation, and an employer of choice.
- Anticipate, recognise and manage strategic risks and issues facing the organisation.
- Play an active role in the overall leadership of Manx National Heritage, making a significant contribution to the future direction and working with colleagues to help embed an appreciation and understanding of the need to deliver self-generated funds through Operational activities. Ensure all staff fully understand our charitable purpose.
- Be a visible senior ambassador for MNH, develop effective relationships and partnerships with stakeholders.



Person specification

The ideal candidate will bring all of most of the following attributes:

Experience

- Demonstrable successful experience in relevant leadership positions
- Knowledge and understanding of the charity sector
- Demonstrable experience of income generation and successfully developing commercial enterprises in a relevant context
- Breadth and depth of experience and demonstrable entrepreneurial flair for maximising benefits to/from audience
- Excellent organisation skills, with the ability to prioritise work, balance conflicting priorities, direct and monitor progress as necessary.

- Highly developed interpersonal and influencing skills, with a proven track record of developing and maintaining effective relationships with a wide range of internal and external stakeholders up to Board level.
- Proven experience as budget holder and advanced knowledge, experience and understanding of financial reporting and reporting systems
- Experience working in an organisation with a high level of visitor/public interface and a high profile in the community

Capability

- Outstanding leadership skills with the ability to motivate, manage and inspire multi-disciplinary teams, and setting a compelling vision for driving improvements to achieve results
- Excellent communication, influencing and negotiating skills.
- Commercially astute, with outstanding financial and commercial acumen.
- Entrepreneurial with an innovative and creative approach
- Excellent interpersonal skills and confidence to interact at all levels with tact and diplomacy, to ensure good working relationships with colleagues and stakeholders
- A clear understanding of and demonstration of integrity

Character

- An interest in cultural and natural heritage
- Reliable and self-motivated
- Positive and innovative, 'can-do' approach
- Ability to remain calm under pressure
- Approachable and flexible, agility to react swiftly when required
- Has positive energy and drive
- Pro-active approach to finding solutions

Other requirements

- Full, valid driving licence and own vehicle



Terms of appointment

This role is based at Manx National Heritage, Manx Museum, Douglas, Isle of Man, IM1 3LY.

The salary range for the role is £73,803 - £86,012.

Manx National Heritage will support a relocation to the Isle of Man by providing a Relocation Grant on production of receipts of up to £6,500.

Learn more about relocating to the Isle of Man and the fantastic quality of life on the Island by visiting [Locate.im](https://www.locate.im)

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Manx National Heritage on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **JANAEC**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring* form.

The closing date for applications is noon on **Friday 15th December 2023**.

** The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.*

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.



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