

## David Livingstone Centre

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### Job Description

Centre Manager: Front of House, Facilities and Visitor Experience

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<b>Job Title:</b>	Centre Manager
<b>Location:</b>	David Livingstone Centre, Blantyre
<b>Reporting to:</b>	David Livingstone Trust Executive Board
<b>Responsible for:</b>	Project Curator, Project Conservator, Project Documentation Officer (fixed term positions), Learning Officer and other administrative and ancillary staff who may be appointed. Volunteers, student placements and interns as required
<b>Application Deadline:</b>	Sunday 30 <sup>th</sup> April 2017
<b>Salary:</b>	Up to £32,500 dependent on experience

### Background

At end of March 2017, the David Livingstone Trust (DLT) took over the management of the Centre from the National Trust for Scotland who had managed and operated the site for some 17 years. DLT is therefore in the process of establishing a small management team to lead the Centre into an exciting future which includes 'The Birthplace Project', an ambitious plan for a 6.3 million pound refurbishment of the historic buildings, redesign of the exhibition and conservation of key pieces of its 3,000 piece Collection. This Project is in the final stages of funding approval from key national agencies.

The Centre Manager's role will be pivotal to successfully 'building the momentum' during delivery of the refurbishment project and the success of the Centre once it reopens at Easter 2019. The role offers the right candidate a unique opportunity to define many of the policies and systems which will be required to ensure that the Centre operates to its full potential; and in ensuring the commercial viability of the Centre – to preserve the legacy of David Livingstone and his works for this, and future, generations. The individual whom we are seeking therefore must have a good, proven commercial background and a passion for Livingstone and his works as a renowned explorer, medical missionary and anti-slavery campaigner.

More detailed descriptions of DLT, the Centre and the Birthplace Project are provided in the Appendix.

## **Job Purpose**

This is an exciting time for DLT; an opportunity for rebirth and re-establishing the ethos of the visitor experience, promoting the life and values of David Livingstone. The Centre deserves to be driven by people with commitment and enthusiasm who will bring a new commercial perspective to ensure sustainability and future prosperity. The newly created management role of Centre Manager, will lead a small team and will report to the DLT Executive Board. The role will be responsible for providing a memorable and enjoyable experience for all visitors, combining operational excellence and commercial efficiency with effective, engaging and consistent operational delivery.

Through 2017-19, the Birthplace Project delivery phase, the Centre Manager will act as the lead user and touch-point in the later stages of development of the building and its internal spaces, working with the Project Manager and the Executive Board to ensure optimal design from the perspective of future operational use. As such, the post holder will play a key decision-making role in the mobilisation of the high profile Birthplace Project. The role offers a great opportunity for an individual who wishes to be truly involved in formative strategy-setting and operational policy, through opening of the refurbished museum and facilities, to successful delivery and beyond.

Importantly, during this initial period, the Centre Manager will also be responsible for building a momentum on the site by ensuring that any opportunities to generate commercial income for the Centre are maximised, including events, catering, retail and facility hire. The post holder will work with project staff, volunteers and others to plan and deliver such opportunities. Management of other Centre employees on the delivery of the Activity Plan will also be the Centre Manager's responsibility along with the management of project staff, volunteers, interns and placements as required.

In the period post opening, Easter 2019, the Centre Manager will be responsible for overseeing all aspects of day-to-day operational and commercial management, and delivery of all public-facing activity. This will include responsibility for the security of buildings and collections, maximising commercial revenue, and all aspects of front of house management from the perspective of the visitor.

The successful candidate will also contribute to the planning of supporting resource, defining the appropriate team structure, allocating the Centre budget, recruiting to deliver the best possible opening and on-going operation for DLT, and liaising with our key partners.

## **Key Objectives during Birthplace Project Delivery Phase**

- To work with DLT's Project Manager on visitor-facing requirements of the building's developing interior and services
- To work with the Friends of David Livingstone on visitor-facing requirements of the buildings and grounds, developing heritage, educational, café & retail, and grounds upkeep services
- To work with project staff delivering the Activity Plan to identify opportunities to maximize potential commercial income during the delivery of the Birthplace Project
- To prepare for and deliver a consistently excellent visitor experience to all on-site visitors

## **Key Objectives Post Opening**

- Meeting the Objectives of the David Livingstone Trust (see Appendix)
- To manage a safe, compliant, secure and well-run facility for public and staff
- To ensure visitor experience is fully aligned with wider positioning and vision, and to develop an audience and brand strategy
- To deliver a consistently excellent visitor experience to all on-site visitors
- To operate day-to-day services and programming with a balanced approach, combining financial efficiency and entrepreneurial acumen with brand empathy and commitment to access for all
- To develop, train and engage visitor-facing teams, including volunteers, reinforcing the wider vision and providing opportunity for local employment and work experience for school pupils
- To work with our partners and stakeholders, developing excellent neighbour relations and optimizing opportunity to collaborate and support
- To engage with relevant tourism and heritage forums throughout Scotland and the wider UK
- All organisational management including overall responsibility for all office functions
- To support the Executive Committee in determining DLT's overall strategic objectives and priorities and thereafter in the development and delivery of DLT's Business Plan

## **Person Specification**

### **1. Key skills and experience required**

Applying candidates should have a CV that details:

- Proven successful operational leadership of a visitor attraction, gallery, museum or venue or similar
- Proven successful experience in taking delivery of a new build and/or capital project
- Proven successful experience in managing all aspects of Front of House
- Demonstrable experience of successful facilities management in a public-facing operation
- Development and implementation of high quality visitor experience and customer care
- A proven track record of managing a Front of House team within a small organization
- Understanding of the Scottish visitor market

### **2. Personal Qualities and Requirements**

- Strong interest in and commitment to The David Livingstone Trust's mission, vision and values
- Interest in heritage and tourism

- Ability to work under pressure and to deadlines
- Ability to manage and lead a diverse group of employees, volunteers, interns and placements
- Computer literacy and experience of using key packages
- Understanding of, and commitment to, Health & Safety and Equal Opportunities policy and practice
- Flexibility to accommodate the changing needs of a small management team and rise to unforeseen challenges
- Ability to work evenings and weekends as required and willingness to travel as necessary in the UK
- Post holder will be required to undergo an Enhanced Disclosure

Excellent salary up to £32,500 dependent on skills and experience is on offer.

Any questions regarding the position and CV's should be e-mailed to Judith Williamson at [devonhall@btinternet.com](mailto:devonhall@btinternet.com). The closing date for applications is Sunday 30<sup>th</sup> April. Interviews will be held on Friday 12<sup>th</sup> May at the David Livingstone Centre in Blantyre.

## **Appendix**

### **The David Livingstone Trust**

DLC is owned by the David Livingstone Trust (DLT) and the constitutional responsibility of DLT is to hold and maintain a National Memorial and Museum on the site of Livingstone's birth, which is made available to the public, providing an interesting, educational and enjoyable cultural experience. The Trust achieves this by:

1. Preserving in good physical order the present buildings which contain the birthplace of David Livingstone and the immediate environment.
2. Bringing together, holding, adequately housing, conserving and documenting a collection of specimens being of historical, artistic, scientific and ethnographical association with the life and times of David Livingstone, Blantyre, Scotland and the countries associated with his explorations.
3. Stimulating public interest in the Centre as a focal point of education and of interest in the life and times of David Livingstone.
4. Displaying and publicising the Collection for the public benefit.
5. Promoting and assisting in the collating and recording of the historical, ethnological, archaeological, biological, geological or other related information appropriate to the purpose of the Museum.

### **The David Livingstone Centre Today**

#### **Background**

The David Livingstone Centre (DLC) is located on the site of the former Blantyre Mill. Established as the Scottish National Memorial to David Livingstone in 1929, it comprises Shuttle Row, the millworkers' tenement block in which David Livingstone was born and raised; an important, accredited museum collection; and a visitor centre, all set in 11 hectares of parkland along the banks of the River Clyde.

David Livingstone (1813 – 1873) was born in Blantyre Mill, a poor millworker's son. Inspired by the ideas of the Scottish Enlightenment, by faith and by the mill's commitment to workers' education, he would go on to become a world-renowned explorer, medical missionary and anti-slavery campaigner. Hailed as 'Africa's First Freedom Fighter', Livingstone remains a positive example of international solidarity and his story presents Scottish history, culture and learning within a truly global context.

#### **Historic Buildings**

Blantyre Mill was built in 1785 and was a major industrial location on the Clyde. It was contemporary with New Lanark, founded on similar enlightened principles with a strong focus on the improvement and education of its large workforce. The mill continued to operate until 1904 and by the 1920s Shuttle Row had degenerated into a slum. However, the mill's history as the birthplace of David Livingstone inspired a campaign by local people to preserve it as a lasting monument. Following a general mobilisation of the Sunday Schools of Scotland, the Shuttle Row buildings were saved and refurbished as the heart of the Scottish National Memorial to David Livingstone. The A-Listed Shuttle Row comprises an 18th century tenement and terrace, outbuildings and a forecourt, describing the former communal courtyard and laundry area. The main building, a rare surviving example of early industrial housing, houses the Livingstone birthplace museum over three floors. It includes the restored single room where Livingstone was born and a sequence of galleries containing

interpreted displays. The adjoining buildings contain offices, stores and meeting space.

### **The Collections**

The Livingstone birthplace collections are unique and internationally significant. At their core are many of the items that were saved and returned to Britain by Livingstone's African companions, alongside material donated by Livingstone's friends, family and neighbours. As such they represent a remarkable, international effort by community members across a considerable stretch of time to create a material record of Livingstone.

This collection continues to be subject to important new research.

Another important part of the collections is the Blantyre Works Library, a unique surviving early worker's education resource and an important educational foundation for Livingstone's remarkable journey.

DLC is an accredited museum.

### **Gardens and Landscape**

David Livingstone's Birthplace is located within 7 hectares of parkland and woodland on the banks of the River Clyde. The grounds contain gardens, children's play areas, walking trails, and archaeological remains of Blantyre Works Village. The site sits within the Clyde River Strategic Wildlife Corridor and a large part includes a section of SSSI designated woodland, woodland regeneration habitat and wetlands. It is also home to a wide range of animal species including bats, otters, badgers and heron.

The park is an important asset for the local community, in particular in terms of dog walking and children's play.

### **The David Livingstone Birthplace Project**

The David Livingstone Trust is now embarking on a major project to refurbish Shuttle Row and the African Pavilions to create a high quality museum and visitor centre, with improved facilities enabling us to deliver a memorable visitor experience rich with opportunities for learning and enjoyment.

When the Birthplace project is complete, a vibrant new visitor destination telling the story of the remarkable life and heritage of David Livingstone will have been created. This story sets Scotland in a global context and presents a compelling universal example of what each of us can achieve – and what we have to offer the world. Given the importance of our Collection we intend to become a centre for research; and deliver learning and public programmes to support schools, community regeneration and international partnerships.

We intend to raise the profile of the Centre during the construction phase through a lively programme of learning and participation, leading to a major series of launch events to mark the reopening of the Centre and then an ongoing programme of activities and outreach. The Centre will be recognised as a hub for disseminating ongoing academic research into David Livingstone with links to a wide range of audiences in the UK and Africa. The Centre has developed detailed guidance for the first few years of redevelopment in the form of an Activity Plan and a Collections Care Management Plan and is seeking highly experienced staff to deliver these to fulfil the potential of the refurbished Centre.