Timespan
Dunrobin Street
Helmsdale KW8 6JA

T: 01431821327
E: enquiries@timespan.org.uk
www.timespan.org.uk

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Venue Operations Manager

Contract: Part-time, fixed term until 31 March 2028

Hours: 20 hours per week, worked across five days on site. These hours may include occasional evenings and weekends, agreed in advance.

Salary: £16,000 per annum for 20 hours per week (£32,000 full-time equivalent)

Holidays: 32 days full-time equivalent

Location: Timespan, Helmsdale

Reporting to: Director

Line management: Front of House assistants

Working with: Director, Front of House Coordinator, Café Manager, programme team, contractors and suppliers

To apply

Please send your **CV** and a **covering letter of no more than two pages**, outlining your interest in the role and how your skills and experience meet the person specification, to Director / Curator Giulia Gregnanin at giulia@timespan.org.uk.

Please use the subject line: **Venue Operations Manager Application**.

If you need this information in a different format or require adjustments to the recruitment process, please contact Giulia at the email address above.

Deadline: 5pm on 30 October 2026
Interviews: 11 November 2026

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About Timespan

Timespan is a museum and cultural organisation based in the village of Helmsdale in the north-east of the Scottish Highlands. We use culture as a tool for social, environmental and cultural change.

Our work brings together a local history museum, a contemporary art programme, heritage research, youth activity, geology and herb gardens, a shop and a café. These activities support our civic and ecological mission and our role as a public space for the village and wider area.

We work with artists, researchers, community members and partners to connect local knowledge and experience with wider questions. We believe cultural organisations belong to society and have a responsibility to help shape a fairer world, guided by equality, inclusion and respect.

The role

We are seeking a practical, resourceful **Venue Operations Manager** to care for our building, support programme delivery and line-manage our Front of House assistants.

The postholder will be responsible for the safe, effective and welcoming day-to-day operation of Timespan's building, public spaces and visitor services.

This is a hands-on management role requiring a regular presence on site. It combines operational planning with practical delivery: checking that the venue is ready to open, resolving maintenance problems, coordinating contractors and preparing spaces for exhibitions and events.

The postholder will line-manage the Front of House assistants, providing clear direction, regular supervision and support. They will work closely with the Front of House Coordinator, who is responsible for preparing rotas, coordinating routine shift cover, managing handovers and staff communications, and supporting consistent visitor-service procedures during their contracted hours.

Working with the Director, Front of House Coordinator, Café Manager and programme team, the postholder will ensure responsibilities are clearly allocated and operational issues are addressed promptly. Priorities will be agreed with the Director and managed within contracted hours.

Key responsibilities

Venue and facilities

- Coordinate the day-to-day care of Timespan's building, public spaces, garden and artist accommodation.

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- Carry out regular building checks and coordinate action to keep spaces clean, safe, accessible, welcoming and ready for use.
- Investigate maintenance problems and identify practical solutions.
- Undertake repairs and other maintenance tasks within their skills and competence, arranging qualified contractors for specialist work.
- Obtain quotations, meet contractors on site, communicate requirements and check that agreed work is completed.
- Maintain schedules and records for repairs, servicing, inspections and preventative maintenance.
- Respond calmly to unexpected building issues, taking appropriate immediate action and escalating significant problems to the Director.

Front of House management

- Line-manage Front of House assistants, providing regular supervision, clear expectations, feedback and support.
- Address day-to-day staff concerns and performance issues, seeking support from the Director where appropriate.
- Work with the Front of House Coordinator to ensure rotas are prepared, communicated and adequately staffed.
- Support the resolution of unexpected absences, urgent staffing changes and unresolved rota gaps, escalating significant issues to the Director.
- Provide brief Front of House cover where/when needed, including 20 minutes to enable staff working two consecutive shifts to take an uninterrupted break away from the desk.
- Support a positive, respectful and collaborative working culture.

Events and programme delivery

- Coordinate practical preparations for exhibitions, events, workshops and public programmes.
- Prepare spaces, equipment, furniture and signage.
- Provide practical installation and fabrication support within their skills and competence, following agreed briefs and curatorial guidance.
- Coordinate operational requirements, including security, cleaning, visitor flow and hospitality, with relevant colleagues.
- Brief staff and volunteers on operational arrangements before events and contribute to debriefs where appropriate.
- Liaise with programme staff, artists, technicians and external partners to identify and deliver practical requirements.
- Provide hands-on support during key events, including occasional evenings and weekends agreed in advance.

Health, safety and compliance

- Coordinate day-to-day health and safety procedures within the scope of the role.
- Carry out and record routine fire-safety, security, accessibility and building-safety checks.

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- Maintain operational risk assessments, maintenance logs, incident records and other relevant documentation, seeking specialist advice where required.
- Follow through agreed actions arising from accidents, incidents, inspections and risk assessments.
- Coordinate staff training in first aid, fire safety, emergency procedures and other relevant operational areas.
- Ensure staff, volunteers and contractors understand and follow relevant site procedures.
- Escalate significant health, safety, safeguarding or compliance concerns promptly to the Director.

Systems, budgets and operational planning

- Develop and maintain practical checklists, maintenance schedules and operational procedures.
- Identify improvements to the building, operational systems and visitor experience.
- Monitor relevant expenditure, obtain quotations and work within agreed budgets.
- Maintain records relating to contractors, suppliers, equipment and operational expenditure.
- Provide concise, regular updates to the Director on staffing, risks, maintenance and operational priorities.
- Contribute practical knowledge of the building to organisational planning and Timespan's future redevelopment.
- Undertake other reasonable duties consistent with the purpose and level of the role.

Person specification

Essential experience

- Experience of supervising people or coordinating the work of others.
- Experience in venue operations or facilities coordination.
- Experience coordinating contractors and maintenance work.

Desirable experience and training

- Experience managing Front of House or customer-facing teams.
- Experience working in a museum, arts venue, community organisation or visitor attraction.
- Experience supporting exhibition installation or event preparation.
- Knowledge of workplace health and safety, risk assessment and emergency procedures.

Essential skills

- Strong practical problem-solving skills and the ability to recognise when specialist assistance is required.
- Strong organisational skills and the ability to prioritise competing demands.

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- Confidence communicating with staff, visitors, suppliers, contractors and external partners.
- Ability to maintain accurate records and schedules using routine administrative and digital systems.
- An understanding of what makes a public building safe, accessible and welcoming.

Essential qualities and availability

- Reliability and the ability to take ownership of tasks and follow them through.
- A collaborative and supportive approach to working with others.
- Commitment to Timespan's values of equality, inclusion and respect.
- Availability to work occasional evenings and weekends by prior agreement.

Working at Timespan

We support a respectful, collaborative working environment, with clear responsibilities and regular support from the Director. Workload and priorities will be planned within the contracted hours, and relevant training needs will be discussed with the appointed postholder.

Equity, diversity and fair recruitment

Timespan is committed to fair and inclusive recruitment. We welcome relevant practical experience gained through different routes; a degree is not required for this role.

We particularly welcome applications from people underrepresented in the cultural sector, including those from working-class backgrounds and marginalised communities.

We are happy to make reasonable adjustments to the recruitment process.