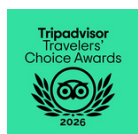




Recruitment Pack

Operations Manager

Closing Date: 23 July 2026



dundeesciencecentre.org.uk



Inspire the Innovators of Tomorrow.



Welcome!

Thank you for your interest in joining the dedicated and passionate team at Dundee Science Centre - an award-winning visitor attraction located in the heart of *"the coolest little city in Britain"* (GQ Magazine). As a registered charity, **we are committed to making science accessible to all.**

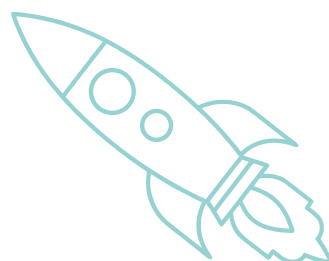
For 25 years, we've inspired curiosity, ignited imaginations, and brought science to life for people of all ages and backgrounds - a quarter-century of wonder.

Now, we look ahead to the next chapter: **Beyond Wonder.**

This recruitment pack will walk you through everything you need to know, including:

- An overview of our science centre - values, people, mission
- The job description and the kind of skills and experience we're looking for
- Employee benefits we can offer
- Comments from our team

If you're passionate about STEM and want to help make science accessible while inspiring the innovators of tomorrow, we can offer a rewarding and meaningful career with excellent growth opportunities – all within an organisation committed to inclusion and diversity.



All About Us.



Dundee Science Centre is an independent charity and lifelong learning resource dedicated to inspiring curiosity, confidence, and connection through science. For over 25 years, we have been at the heart of our community, supporting families, educators, and science professionals to learn, explore, and grow together.

Our Purpose is to bring people together to enjoy science. Through interactive exhibitions, outreach programmes, and festivals, we create engaging, hands-on experiences that inspire people of all ages. Our activities extend beyond our building, reaching communities across Dundee, throughout Scotland, and beyond. Creating opportunities for collaboration between scientists, educators, communities, and the public.

Our Vision is to foster a curious community that is confident and engaged with science. We encourage exploration, discovery, and lifelong learning, helping people develop the confidence to engage with science and understand its impact on everyday life.

Our Mission is to make science accessible. We work to remove barriers to participation, creating inclusive and welcoming experiences that enable everyone to discover, understand, and enjoy science.

Everything we do is guided by our **values**. We have **fun** creating memorable experiences, are **creative** in our approach to learning and engagement, **authentic** in the relationships we build and the science we share, and **caring** in our commitment to supporting our visitors, partners, communities, and each other.

Crucially, we are also supported by the people who visit us - through Gift Aid donations, venue hire, purchases in our coffee shop, and participation in our programmes. Every contribution directly helps us widen access to science for all.



Job Description.

We are looking for an **Operations Manager**

Salary: £30,000 - £35,000

Responsible to: Head of Centre Services and Operations

Responsible for: 3 x Visitor Experience Leads, Facilities and Maintenance Technician

Contract: Permanent

Hours: Full Time (37.5 hours per week)

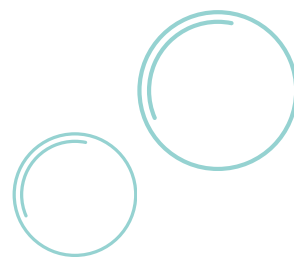
Location: Dundee Science Centre, 14 Greenmarket, Dundee, DD1 4QB.



Role Purpose

The Operations Manager is a key leadership role responsible for ensuring Dundee Science Centre delivers an exceptional, safe, efficient and commercially successful visitor experience. This role sits at the heart of the organisation's day-to-day operations, leading front-line teams and operational functions to create engaging experiences that inspire curiosity and delight visitors.

This exciting role has been developed to support the delivery of Dundee Science Centre's 2025–2030 Strategic Plan. We are seeking an experienced and motivated people manager to lead operational teams, drive continuous improvement, and ensure the Centre's facilities, visitor services and commercial activities operate to the highest standards.

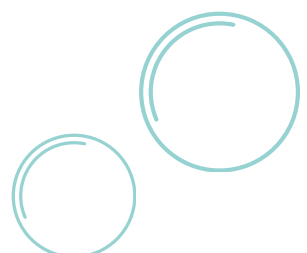


Role Purpose Cont.

Working closely with the Head of Centre Services and Operations, the successful candidate will lead the delivery of:

- Outstanding visitor experiences
- Effective day-to-day operational management of the Centre
- Commercial performance across admissions, retail, and café
- Facilities and maintenance activities that support a safe, welcoming, and inspiring environment
- A positive, values-led culture that empowers teams to deliver excellence

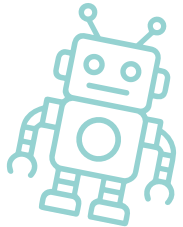
The Operations Manager will support the organisation's strategic priorities by providing strong operational leadership, driving continuous improvement, and delivering exceptional service, ensuring Dundee Science Centre remains a leading visitor attraction.



Main Responsibilities.

Team Leadership and Development

- Line manage and support the Visitor Experience Leads and Facilities and Maintenance Technician, fostering a positive, collaborative and high-performing culture.
- Provide coaching, guidance and development opportunities that support individual growth and organisational objectives.
- Support staff performance, wellbeing and engagement in line with Dundee Science Centre's values and behaviours.
- Work closely with colleagues across departments to ensure a joined-up and consistent visitor experience.
- Actively contribute to the People Managers Group, supporting organisational initiatives relating to leadership, performance and culture.
- Lead by example in promoting excellent customer service, accountability and continuous improvement.



Visitor Experience Excellence

- Lead the delivery of an exceptional visitor journey from arrival to departure, ensuring consistently high standards of customer service.
- Develop and implement systems, processes and standards that enhance visitor satisfaction and operational efficiency.
- Monitor visitor feedback, data and performance metrics to identify trends and opportunities for improvement.
- Work collaboratively with colleagues to ensure exhibitions, activities, events and programmes are delivered seamlessly from an operational perspective.
- Champion accessibility, inclusion and engagement to ensure Dundee Science Centre remains welcoming to all audiences.
- Embed a culture of proactive problem-solving and service excellence throughout visitor-facing teams.



Operations and Commercial Management

- Oversee the daily operation of the Centre, ensuring efficient staffing, resource allocation and operational planning.
- Lead operational delivery across admissions, retail, café and event activities, driving performance against agreed income, expenditure and profitability targets.
- Take responsibility for operational budgets, monitoring income and expenditure, managing costs effectively and ensuring resources are utilised efficiently.
- Identify opportunities to increase income generation and improve commercial performance while maintaining alignment with the organisation's charitable purpose and visitor experience ambitions.
- Monitor key performance indicators and take proactive action to address performance issues and maximise growth opportunities.
- Develop and maintain operational procedures that support consistency, efficiency and compliance.
- Support the planning and delivery of special events and commercial opportunities.
- Act as Duty Manager one weekend in every four and any additional shifts to provide cover during periods of annual leave, sickness, or other operational requirements, ensuring the safe, effective and successful running of the Centre through operational leadership and decision-making.
- Provide management cover during annual leave, sickness absence and other periods of operational need, ensuring continuity of service and leadership.



Facilities, Health, Safety and Compliance

- Line manages the Facilities and Maintenance Technician to ensure the Centre remains safe, compliant and well maintained.
- Support the implementation and monitoring of health, safety and environmental procedures across all operational areas.
- Ensure regular inspections, maintenance schedules and compliance checks are completed and recorded.
- Work with contractors and suppliers to ensure high standards of service and value for money.
- Promote a culture of safety, responsibility and environmental sustainability throughout the organisation.
- Support emergency planning, incident management and business continuity activities.

Continuous Improvement and Organisational Development

- Lead operational improvement projects that enhance visitor experience, efficiency and commercial performance.
- Use data, insight and feedback to inform decision-making and support organisational learning.
- Contribute to strategic and annual operational planning processes.
- Support the implementation of organisational priorities and change initiatives.
- Identify and share best practice, innovation and opportunities that strengthen Dundee Science Centre's impact and sustainability.



Person Specification.

Essential

- Experience of managing teams within a visitor attraction, hospitality, retail, leisure, cultural or customer-focused environment.
- Demonstrable experience of leading operational delivery and managing day-to-day business activities.
- Strong people management skills with experience developing high-performing teams.
- Experience managing budgets and delivering against financial and commercial targets.
- Strong commercial awareness with the ability to balance income generation, cost control and visitor experience objectives.
- Experience monitoring and reporting on operational and financial performance.
- Excellent customer service and visitor experience knowledge.
- Experience of managing operational systems, procedures and continuous improvement initiatives.
- In depth knowledge of health, safety and compliance requirements within a public-facing environment.
- Strong organisational, planning and problem-solving skills.
- Ability to analyse performance data and use insight to drive improvements.
- Excellent communication and stakeholder management skills.
- Ability to work collaboratively across multiple departments and functions.
- Exemplifies Dundee Science Centre's values and behaviours.
- Commitment to inclusion, sustainability and community engagement.

Desirable

- Experience within a science centre, museum, visitor attraction, heritage, education or cultural organisation.
- Experience managing commercial operations including retail, café or events.
- Relevant qualification, or equivalent experience in, operations management, customer service, facilities management or health and safety.
- Experience leading organisational change or service improvement projects.



What Success Looks Like...

- Delivery of agreed operational budgets and financial targets, with effective cost control and resource management.
- Growth in commercial income streams through admissions, retail and café contributing to Dundee Science Centre's long-term sustainability.
- Effective use of operational and financial data to inform decision-making and drive continuous improvement.
- Consistently high visitor satisfaction and positive visitor feedback.
- A motivated, engaged and high-performing operational team that demonstrates Dundee Science Centre's values.
- Efficient and effective operational systems that enhance both visitor experience and staff productivity.
- A safe, compliant and well-maintained environment for visitors, staff and volunteers.
- Successful implementation of service improvements that increase visitor engagement, accessibility and operational effectiveness.
- Strong collaboration across departments, ensuring visitors experience a seamless and inspiring journey.
- Delivery of operational objectives that support Dundee Science Centre's strategic priorities and future growth.

This job description outlines the main responsibilities and expectations of the role at the date of preparation. It is not exhaustive and may evolve as the organisation's needs change. The post holder may be required to undertake other duties of a similar level to support Dundee Science Centre's objectives.



Employee Benefits.

In return for your dedication, enthusiasm, and commitment to our values, we offer a salary of £30,000 - £35,000, and you'll receive the following benefits :

- Employer contributory pension scheme
- Flexible working hours
- 33 days Annual Leave
- Employee Assistance Program
- Free onsite parking

How to Apply.

Please follow the link below to upload a current copy of your CV and attach a cover letter outlining why you are the perfect candidate for this role.

Operations Manager - Dundee Science Centre

If successful, you will be notified that you have been shortlisted for an interview.
Interviews will take place the week beginning 3rd August.

We will endeavour to reply to all applications - if numbers are high, please bear with us as we are only a wee team!



Come and Join Us!

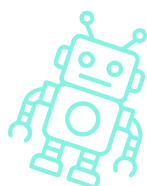
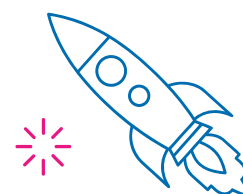
We'd love for you to join our mission of making science accessible to everyone!
Here's what some of our colleagues have to say about working at Dundee Science Centre!

“ I enjoy working at the science centre as all the staff are warm and welcoming! There are always lots of fun and interesting things going on! ”



“ I enjoy working at DSC as I have the opportunity to meet so many new people - I love visiting schools and community events and delivering our STEM offers to local children and families. It is so lovely to see people have fun with science. ”

“ I really enjoy working at Dundee Science Centre because the work is so varied. No two days are the same and I get to meet so many different people that it never gets boring. ”



“ I enjoy working at DSC as I like being able to give back to the community of Dundee. I also feel very respected and valued by management, and that's a biggy for me! ”

“ It's great to see that the work I do has a big impact on our local community and schools, and is at the forefront of STEM engagement in Tayside. ”





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Dundee Science Centre is a visitor attraction, charity (SC033272), and lifelong learning resource for the community, here to bring together science and the public.

Registered by the Scottish Charity Regulator (OSCR).

Dundee Science Centre Enterprises Ltd is the trading company for Dundee Science Centre. Both companies are registered in Scotland with individual numbers. Dundee Science Centre: 181709; Dundee Science Centre Enterprises Ltd: 186239. VAT number: GB742903534