



Job Description

Function:	Operations
Position:	Staffing and Training Manager
Job Holder:	
Start Date:	
Immediate Manager:	Head of Operations
Additional Reporting Line:	
Position Location:	Muli-site, central Edinburgh

1. Purpose of the Job

You will lead the delivery of a people strategy like no other, building a service-led culture that promotes high performance, productivity, creativity, innovation and growth, allowing our teams to thrive.

Leading on the staffing, recruitment, and training for all operations at Edinburgh Zoo and the Royal Botanic Gardens in central Edinburgh, across our events spaces, cafes and kiosks, ensuring the right people are in the right roles with the right skills. This role combines workforce planning, recruitment, onboarding, and training delivery to support operational excellence, compliance, and employee engagement embracing the values of both these iconic Edinburgh venues.

2. Dimensions

Revenue: FY	£ tbc	EBIT growth	tbc	Growth Type		Outsourcing Rate		Region Workforce	
		EBIT margin	tbc						
		Net income growth	tbc			Outsourcing Growth Rate		Outsourcing Growth Rate	
		Cash Conversion	tbc						

Head of Operations

Staffing & Training Manager

4. Context and Main Issues

1	• Staffing & Workforce Management
2	• Working with the management team to plan and allocate staff across the venue, balancing variable workforce with salaried team.
3	• Ensure staffing meets operational, event, and budget requirements, managing staffing and training budgets efficiently across all cafes, restaurants and units onsite
4	• Forecast workforce requirements to support seasonal peaks, business growth, and ensure employee consistency across the venue

5. Main Assignments

1	• Oversee shift scheduling and workforce management systems, whilst managing weekly payroll processing for variable staff within venue
2	• Monitor and report on staffing costs and workforce metrics to ensure efficiency and effectiveness.
3	• Drive continuous improvement in staffing processes to optimise operations.
4	• Develop and implement recruitment plans for casual roles.
5	• Lead assessment centres and early careers initiatives.
6	• Build partnerships with colleges, universities, and community groups to strengthen pipelines
7	• Deliver engaging and compliant induction processes.
8	• Support diversity, equity, and inclusion across recruitment activity.
9	• Own and manage the annual training calendar, ensuring all training aligns with business priorities and compliance for our client
10	• Design, deliver, and evaluate training programs for casual and salaried employees, covering operational, compliance, and skills-based learning.
11	• Ensure training plans for salaried staff are in place, supporting professional development and succession planning.



12	• Identify and address skills gaps across the workforce, maintaining consistent standards in customer service, safety, and operational competencies.
13	• Manage training suppliers and online platforms, ensuring content is current and compliant with legislation and client requirements
14	• Drive initiatives to improve employee engagement, retention, and career progression, including mentorship and development plans.
	• Ensure all staffing and training activities comply with employment legislation (health & safety, first aid, licensing, training requirements).
	• Use workforce data and analytics to monitor training impact and inform decision-making.
15	• Continuously review training and staffing systems to ensure efficiency, effectiveness, and scalability.

6. Accountabilities

1	• Full compliance with company policies, HR procedures, and statutory regulations.
2	• Delivery of efficient, cost-effective staffing, recruitment, and training programs.
3	• Maintenance of consistent operational standards across all areas at these visitor attraction
4	• Successful implementation of training and development initiatives inline with wider company initiatives
5	

7. Person Specification Essential

1	• Full compliance with company policies, HR procedures, and statutory regulations.
2	• Delivery of efficient, cost-effective staffing, recruitment, and training programs.
3	• Maintenance of consistent operational standards across all areas at these visitor attraction
4	• Successful implementation of training and development initiatives inline with wider company initiatives



Desirable

1	• Operational experience in hospitality, events, or visitor attractions.
2	• Familiarity with workforce management and time & attendance systems
3	• Competent in Microsoft Office and HR systems.

8. Competencies

• Leadership & People Management	• Innovation and Change
• Commercial Awareness	• Employee Engagement