

Victorian Palm House Engagement Manager

Contract type:	Fixed term to 31 March 2027
Working hours:	Full-time (35 hours per week)
Location:	Edinburgh (onsite)
Salary range:	£40,112 to £43,542

Job Description

Purpose

The Victorian Palm House Engagement Manager is responsible for leading the development and delivery of a high-quality, inclusive programme of events and community engagement within the Victorian Palm House. The role provides strategic and operational leadership to the Palm Houses Engagement Team, ensuring activity aligns with the Interpretation Plan, organisational priorities and funder requirements. Working collaboratively across RBGE and with external partners, the postholder will champion accessibility, safety and meaningful participation, creating welcoming experiences that engage diverse audiences and enhance the visitor journey.

Core Responsibilities

Management and Leadership

- Hold overall responsibility for managing, monitoring and reporting on the project budget, ensuring transparency and value for money.
- Provide line management and professional support to the Palm Houses Engagement Officer (Events) and Palm Houses Engagement Officer (Community).
- Lead and inspire the Palm Houses Engagement Team, including chairing regular Engagement Programme meetings and fostering a collaborative, inclusive team culture.
- Guide and support the team to deliver an ambitious programme of events in the Palm House that welcomes and engages a wide range of audiences.
- Lead on procuring and managing contractors as required, in line with organisational policies and best practice.

Programming and Project Delivery

- Take overall responsibility for the development and delivery of projects, ensuring activities are delivered on time, within budget and to a high standard.

- Lead on monitoring and evaluation, reporting against organisational KPIs and providing regular, clear updates to the project funder (NLHF).
- Ensure that all events and activities are delivered in line with relevant legislation and RBGE guidance, including health and safety, public safety licensing and safeguarding requirements.
- Work with colleagues across RBGE to develop accessible public routes and remove barriers to participation in project activities.
- Support the development and implementation of inclusive and user-friendly ticketing systems for project activities.

Programme Leadership

- Oversee the development and delivery of a diverse programme of events, activities and community engagement initiatives, led by the Events and Community Engagement Officers.
- Ensure that programme content aligns with the themes and objectives set out in the Interpretation Plan.
- Collaborate closely with colleagues across RBGE to embed Palm Houses activity within existing annual programmes and organisational priorities.
- Be present at events as required, including occasional evening, weekend and public holiday working.
- Support the set-up and take-down of events and engagement activities, working alongside colleagues and partners.

Communication and Collaboration

- Build and maintain positive relationships with a wide range of internal colleagues, external stakeholders and key partners.
- Actively contribute to the Biomes Visitor Journey Group, sharing insights and supporting joined-up visitor experiences.
- Chair the Palm Houses Engagement Group, encouraging shared learning and collective ownership.
- Work closely with colleagues in Horticulture, Marketing and Communications, Development, Commercial Sales and Visitor Welcome to ensure activities are welcoming, accessible and inclusive for all audiences.

Person Specification

Essential Skills

- Experience managing budgets and producing clear, accurate financial reports
- Proven experience of line managing and supporting team members, fostering positive and inclusive working environment
- Strong project management experience, from planning through delivery and evaluation
- Experience programming and delivering a varied programme of events, including arts, culture, heritage and/or horticulture
- Experience delivering events that communicate complex ideas and narratives in engaging and accessible ways
- Experience working within public safety requirements, including applying for relevant event licences
- Experience designing and delivering community engagement activity for diverse audiences
- Demonstrated commitment to accessibility, inclusion and equitable participation
- Good working knowledge of current best practice in community engagement and audience development
- Experience implementing health and safety procedures to deliver safe, welcoming environments
- Knowledge of safeguarding legislation and processes, with experience applying best practice in safeguarding
- Experience monitoring and evaluating projects to support learning, improvement and reporting
- Strong written and verbal communication skills
- Excellent organisational, time-management and problem-solving skills
- Ability to work effectively as part of a team and build positive working relationships
- Confidence using Microsoft Word, Excel or comparable software
- Up-to-date awareness of cultural programming and relevant sectors
- Knowledge of one or more of the following areas: horticulture, arts and culture, heritage

- Substantial professional experience delivering events, engagement or programming within horticulture, heritage, the arts or related sectors (this may have been gained through a combination of roles or settings)

Desirable Skills

- Experience delivering funded projects, with the ability to align activity with agreed project outcomes, interpretation plans and funder requirements
- Relevant qualifications or equivalent experience in events management, community engagement, heritage or related fields