



Royal  
Botanic Garden  
Edinburgh

# Head of Estates and Technology Services

Royal Botanic Garden Edinburgh  
Recruitment Pack 2023

“All life depends on plants. They sustain whole ecosystems, feed us, keep us healthy, stimulate our minds, and nurture our wellbeing. And yet, the Earth’s rich diversity of plant life is rapidly disappearing. At a time when around 45% of the world’s plant species are at risk from extinction our work is more important than ever.”

Simon Milne MBE FRSE

Regius Keeper, Royal Botanic Garden Edinburgh

# Who we are

The Royal Botanic Garden Edinburgh (RBGE) explores, conserves, and explains the world of plants.

RBGE is a world leading botanical institute and international visitor attraction taking positive action for plants and people; from local communities across Scotland, to more than 40 countries around the world. Our priority is to tackle the biodiversity crisis and the climate emergency and support the conservation and sustainable use of biodiversity. Our work builds on over 350 years of history as a scientific botanic garden, a centre of excellence for plant conservation and education, the globally important botanical collections in our care, and our extensive international partnerships.

Our four Scottish gardens – Benmore, Dawyck, Logan and Edinburgh – attract over a million visitors every year. Together, these gardens comprise one of the richest plant collections on earth. As a registered Scottish charity and academic institution, RBGE is funded principally by the Scottish Government – but as an organisation, we are very much global.

Our Senior Leadership Team is a dynamic group of people driven by our vision to create a positive future for plants, people and the planet. Following a recent internal change we are now seeking a Head of Estates and Technology Services (ETS) to join the team to lead our ETS Department to:

- Repair, replace, and enhance our physical and digital infrastructure to protect our national collections and ensure a high quality visitor experience for all our customers

- Collaborate with colleagues to meet their estate and technology needs to ensure RBGE continues to be a world leading botanic garden with infrastructure and customer service to match
- Retain our status as 5 star visitor attraction venue across Scotland
- Achieve more sustainable supply chains through the procurement process
- Maximise access and income across the four gardens through improvements to our buildings, optimal space utilisation, and commercialisation of physical assets
- Enhance colleagues' online experience through seamless technology solutions for work from anywhere practices
- Reduce our use of fossil fuels and waste, increase recycling and achieve net zero targets
- Oversee the successful operational delivery of a programme of digital improvements
- Embed new and greener technology into our operations

More details on our plans can be found at:

[www.rbge.org.uk/about-us/who-we-are/corporate-information](http://www.rbge.org.uk/about-us/who-we-are/corporate-information)





# Who you are

You will be an individual who thrives on playing a key influential role in an organisation, with a desire to succeed and make your mark while simultaneously taking your team and colleagues with you. You will be positive, persuasive, action orientated and prepared to get your hands dirty. A strategic mindset with a high quality delivery capability will be key alongside financial acumen.

You'll need to be someone with strong leadership and management skills alongside well-developed project management abilities and have demonstrable success in improving buildings for educational, research and/or hospitality purposes. You'll be pragmatic in your approach and able to work collaboratively with colleagues across an organisation, confidently establishing and maintaining strong working relationships at Executive and senior leadership levels. An active interest in the power of technology to enable business performance will be required to ensure RBGE is data driven, digitally enabled and cybersecure.

We'll be expecting you to be a team player leading from the front at an operational level, taking pride in the welfare, inclusivity and development of your team. As a member of our Senior Leadership Team you will also be someone excited by the significant role this brings in supporting us in achieving our vision and mission.



# Job description

## Purpose

You will provide leadership in all aspects of Estates, Facilities and Technology Management operational delivery. You will ensure that services show continuous improvement and meet the requirements of colleagues and other stakeholders through developing and maintaining secure, resilient, and fit for purpose digital and physical estate environments at all four RBGE sites.

## Main Duties

### Leadership and Management

- As a member of the Senior Leadership Team, work collaboratively with colleagues to achieve our Corporate Strategy and Plans
- Provide professional leadership, vision, and direction for the Estates and Technology Services (ETS) function and provide high quality, innovative and consistent operational services ensuring functions continually develop for the future.
- Act as an ambassador, ensuring RBGE is positively represented on ETS matters through external networks, sectoral and national fora, and feedback relevant information to internal audiences to ensure greater awareness of the external environment.

### Estates and Facility Management

- Ensure RBGE maintains its 5-star Visit Scotland grading through the provision of safe, clean, well maintained, and modern facilities at four gardens.
- Take ownership and responsibility for the annual maintenance and repair of the estate, environmental controls and building services management.
- Effective and professional management of a range of external service providers, including:
  - Facilities management
  - Cleaning
  - Staff catering
  - Utilities and communications infrastructure
  - Engineering, property and construction consultants



## **Technology Services**

- Ensure the delivery of a professional Technology service covering infrastructure, integrated software development, information systems, cybersecurity, hybrid working and E-Business Suite services.
- Oversee delivery of the RBGE Digital Strategy and build an effective and responsive technology support service.
- Ensure the requirements of the Scottish Government Technology Assurance Framework are implemented within any Digital and/or IT projects.

## **Sustainability and Compliance**

- Develop and deliver the RBGE Sustainability Strategy and Carbon Management Plan, achieve net zero targets and report on progress to the Audit Committee
- Provide leadership of Estates and technology-related legal and statutory compliance, including health & safety and environmental sustainability management issues, ensuring timely and robust compliance and reporting as necessary
- Ensure the ETS team operates within RBGE policies and procedures and in line with statutory requirements at all times
- Manage compliance with terms and conditions of leases between Scottish Ministers and the RBGE estate, for all asset-related matters

## **Strategy, Finance and Planning**

- Develop and implement the Asset Management Plan and support the development of the Estates Strategy for all RBGE sites
- Lead on ETS operational planning, including effective risk and issue management, budget bids, capital planning business case development and management as part of RBGE's corporate planning and budget process
- Engage and communicate with key stakeholders at regular intervals to ensure high levels of client satisfaction and ensure visibility and understanding of the project management change programme across RBGE
- Manage the ETS budget and procurement of goods and services and ensure that funds are appropriately spent in line with procurement regulations and financial constraints
- Contribute to and implement the recommendations of internal and external audits and develop and promulgate policies, standards and plans
- Develop a 3 – 5 year rolling capital programme for the ETS department across all RBGE sites
- Take ownership of organisational business continuity and disaster recovery plans ensuring they are up to date and disseminated appropriately for ease of use when required



## Stakeholder Management

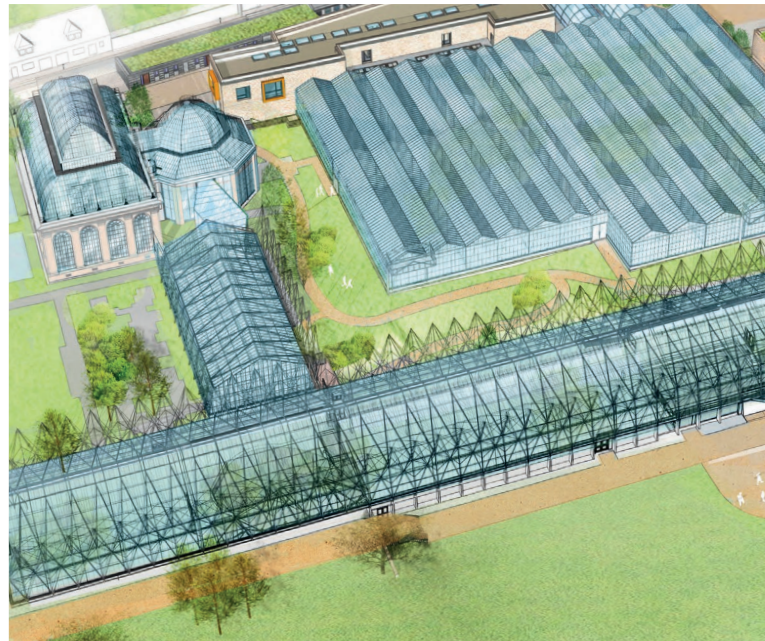
- Champion, develop and maintain good relationships primarily with internal customers but also with external advisors/contractors, major stakeholders, service providers, funders, neighbours, local and regional planning authorities and any others who can support or hinder the achievement of Estates Strategy and Asset Management Plan
- Work closely with the Head of Edinburgh Biomes to ensure the smooth transition from construction to operation of the Edinburgh Biomes programme and liaise on estate matters affecting both teams

## Health, Safety and Wellbeing

- Member of all divisional and Garden-wide health and safety committees, Chairing divisional meetings, including maintaining up to date Disaster Recovery and Incident Management plans and responding as required
- Oversee development of Health & Safety plans and reports, including collating the annual report for the Board of Trustees
- Oversee the activities of the Health and Safety Advisors in partnership with the Head of People and Organisational Development

## Team Development

- Ensure the professional development of ETS staff including annual workplans, effective performance appraisals and adoption of a coaching approach by providing advice, training, and support to enable them to make effective use of procedures, processes, and systems
- Any other duties as required that are commensurate with the pay band. As the needs of RBGE change, so the above job profile and duties of the role will be adjusted accordingly





# Skills, Knowledge & Experience

## Essential

- Strong leadership and management skills to enhance and motivate a small specialist team and to build effective relationships and influence at all levels
- High degree of skill in cultivating and maintaining long-term relationships and strategic partnerships
- Experience of developing and delivering estates strategies in a multi-site environment, including management of assets, services and budgets
- Experience in contract and project management, from conception through delivery to completion
- Experience in the development and delivery of maintenance plans for a multi-site organisation
- Knowledge and experience of working in a senior management role within a multi-discipline organisation
- Commercially astute and with experience of complex budget management
- Knowledge of health and safety law as it applies to the built environment
- Line management experience, ideally within a multi discipline team
- Knowledge of environmental policies and best practice to achieve carbon reduction targets
- A strong interest in conservation and the environment

## Desirable

- Professional qualification in relevant related area
- Facilities Management/Project Management qualification
- Keen interest in technology and a willingness to develop skills in overseeing delivery of technology services
- Experience in academic institutions, large visitor attractions or commercial event venues





# Pay & Benefits

We offer a generous employment package:

- Starting salary £60,687
- Membership of the civil service defined benefit pension scheme
- 25 days holiday entitlement on appointment, increasing to 30 days after 5 years of service, with the option to buy additional holidays
- 11.5 days of public and privilege holidays annually
- Discounts in our shop, restaurants, and cafes
- A range of staff support mechanisms, including an Employee Assistance Programme, cycle to work and staff discount schemes
- A range of family-friendly options to support work-life balance, including flexible working arrangements, enhanced contractual maternity, paternity, adoption, and shared parental leave, and career breaks.

Relocation allowance available if required.





To apply please email [recruitment@rbge.org.uk](mailto:recruitment@rbge.org.uk) with:

- your CV
- a covering letter outlining the skills, knowledge and experience you would bring to the post
- a completed equal opportunities questionnaire: [EOQ form](#)

**Closing date: midday (GMT) Thursday 14 December 2023**

**Interviews: Monday 15 January 2024**

To arrange an informal discussion about the post, please contact Fiona Parker at [fparker@rbge.org.uk](mailto:fparker@rbge.org.uk)

[www.rbge.org.uk/about-us/working-with-us](http://www.rbge.org.uk/about-us/working-with-us)

The Royal Botanic Garden Edinburgh is a charity registered in Scotland (No SC007983)

