



**CANDIDATE PACK FOR**  
**TERRITORY DIRECTOR STONEHENGE AND WEST**



ENGLISH  
HERITAGE



# WELCOME

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Thank you for your interest joining English Heritage as our new Territory Director Stonehenge and West.

This is a pivotal and broad strategic leadership role in which you will oversee our globally iconic flagship sites, generate significant income for the charity and deliver an ambitious investment strategy over the next 10-years. You will oversee our biggest operation at Stonehenge and lead the overall strategic plan across our West territory.

We're looking for a collaborative, empowering and innovative leader with strong commercial acumen, significant experience of growing income and delivering large projects, to deliver on our ambitious plans. We need an excellent people and project leader with high emotional intelligence who can inspire large multi-disciplinary and dispersed teams, both paid and voluntary, whilst maintaining high performance and compliance to deliver an inspirational visitor experience.

You will bring a strong track record of commercial and operational success. An experienced leader who can effectively switch between the operational and strategic elements, you will also be a natural relationship builder who will be adept at engaging and influencing key internal and external stakeholders and partners both locally and nationally up to the highest levels.

We're committed to ensuring equality of opportunity and you will share our same values and approach as we move forward on our journey to widen access to people from all communities.

This is an exciting and influential role in our leadership team. If you feel you bring the skills we are looking for and share our ambitions, passion and commitment to ensuring that some of the greatest places in England can be enjoyed today and for generations to come, we'd love to hear from you.

**Kate Logan**  
**Historic Properties Director, English Heritage**



# EVERYONE'S WELCOME

Everyone is welcome at English Heritage. We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve. We all work together to build an inclusive culture that encourages the diverse voices of our people.

## WHO WE ARE

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year.

No matter what you do or where you do it, by joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come. You'll find it's a workplace like no other – taking you behind the scenes of these extraordinary sites and supporting you to share your ideas, inspire others and make a difference.

## WHERE YOU'LL BE WORKING

Leading a large team across the Stonehenge and West Territory, you will work across the unique collection of properties, but also be required to work with the Historic Properties Department Team on strategic issues that affect the portfolio, so attending meetings in London and Bristol will be necessary. You will be based in the territory and will regularly travel to properties or engage with stakeholders wherever necessary across the whole territory.

## WE'RE DISABILITY CONFIDENT

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager.



# JOB DESCRIPTION

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<b>Job title:</b>	Territory Director Stonehenge and West
<b>Reports to:</b>	Historic Properties Director
<b>Direct Reports:</b>	All employees, volunteers and contractors working across the West territory and Stonehenge and Avebury operations, and all aspects of their management and stewardship; direct line-management of five Heads of Historic Properties and an Executive Assistant; with a number of 'dotted-line' relationships.

## WHAT YOU'LL ACHIEVE WITH US

You will be responsible for all elements of driving the business with a clear commercial focus on increasing the financial contribution generated by Stonehenge and the West Territory to support the charity. You will be accountable for generating a significant proportion of English Heritage's income and welcoming over 2 million visitors, the majority of whom will visit the two flagship sites in the territory – Stonehenge and Tintagel. You will also be responsible for delivering an ambitious investment strategy over the next 10-years to grow this contribution at Stonehenge whilst overseeing the development of new master plans for other top 20 sites in the territory – most notably Kenilworth Castle. You will be a key senior representative of the Historic Properties Department (HPD), overseeing and co-ordinating the effective delivery of the English Heritage Strategic Plan across the Stonehenge and Avebury World Heritage Site and the West Territory whilst providing leadership to a large team of employees, volunteers and contractors to deliver an inspirational visitor experience and to achieve KPIs and agreed budgets. Working in partnership and engaging with internal and external stakeholders will be key to your success. Your leadership style will demonstrate the English Heritage behaviours of Collaboration, Innovation and Empowerment in everything you do.

## WHAT YOU'LL BE DOING AS PART OF THE TEAM

- To manage and maintain internal and external relationships, at local and national level, to influence partners and stakeholders in support of Stonehenge, the West Territory and the English Heritage Strategic Plan, and to take advantage of opportunities to market and promote your properties wherever possible.
- To develop, integrate and lead the territory team, ensuring effective delivery of the English Heritage Strategic Plan, and the Stonehenge and West Territory business plan through sound and safe stewardship and operation across all areas of the visitor experience.
- To ensure the very highest standard of experience for all visitors as outlined in the On-Site Visitor Experience Strategy, delivering exemplary standards of customer service and presentation across the properties, in partnership with various EH colleagues.
- To champion and demonstrate an entrepreneurial spirit, which promotes a culture of ideas and innovation, underpinned by a sound business-planning and investment-appraisal process and a keen understanding of the EH brand.
- To maintain high standards of financial management, personally and through the property management team, as a motivational tool in the case of commercial KPIs, to effectively monitor and manage business performance.
- To take direct responsibility for the delivery of all earned income budgets at the properties (including Stone Circle Access, F&B, membership, retail, hire and holiday cottages).
- As a senior member of HPD leadership team, the Stonehenge and West Territory Director will have a key role to play in ensuring an appropriate culture and management style is in place across each property, and in the development of the national HPD and EH strategy as well as those relating to the Stonehenge and the West Territory.
- To provide inspirational leadership setting the tone and direction for your management team to ensure that acceptable levels of statutory compliance are met across a number of areas including Equality, Diversity and Inclusivity; Health and Safety, financial probity and Security, particularly those which are monitored through the Safety Critical Reporting process.
- To ensure high levels of security and safety are maintained including a fully effective staffed 24-hour security system at Stonehenge, and that the Stonehenge regulations are enforced.
- To oversee operational arrangements for the summer and winter solstices and seasonal gatherings at Stonehenge.

# PERSON SPECIFICATION

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## KNOWLEDGE AND EXPERIENCE

- Operational and commercial success in a visitor-facing environment at a senior level, with an awareness of all relevant legislation in (but not limited to) human resources, health and safety and equality, diversity and inclusion.
- Experience of generating income from multiple sources including retail, Food and Beverages or membership.
- Experience of managing large and complex budgets, demonstrating control and prioritisation as well as the development of sound investment cases and business strategies.
- Experience of capital investment projects as a Senior Responsible Officer or project board member.
- Experience of leading and managing successful change in a large or complex organisation.
- Experience of working with buildings and collections and/or empathy and understanding of the issues around their care and presentation.

## SKILLS AND ABILITIES

- Able to inspire and lead a large team to deliver consistent standards of visitor experience and property management across large and complex sites.
- Able to co-ordinate differing ideas and priorities and create a culture of mutual respect and understanding.
- Able to represent EH at a senior level, communicating confidently in public on complex matters.
- Clear understanding of, and ability to manage, the differing priorities that can exist between the commercial and curatorial objectives of EH, and between the values and expectations of EH's many audiences and stakeholders.
- Analytical and numerate, with the ability to absorb large quantities of diverse information and identify the salient points with accuracy and speed.
- Able to demonstrate the ability to communicate effectively and persuasively, in person, but also through the full range of media, with property staff as well as a diverse range of partners within and outside EH.
- Able to manage and organise conflicting priorities.
- Exemplary report writing and presentation skills.

## STYLES AND BEHAVIOURS

You must demonstrate our core behaviours of collaboration (how you work with others), innovation (how you work through change, developing new ideas and ways of working) and empowerment (how you make decisions and get things done) by:

- being a visible and creative, dynamic leader who inspires and motivates employees and volunteers securing buy-in and support from people working at other sites and offices.
- using a coaching style which develops high-performing teams and individuals and which challenges those who are underperforming.
- being committed to the vision and the values of our charity.
- being articulate and presentable.
- role modelling high standards of integrity for everyone in your team.

# TERMS OF APPOINTMENT

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## SALARY

The salary for this role is c£85,000 per annum on a full-time permanent basis.

## LOCATION

In the territory with regular visits to properties and to attend meetings in London and Bristol.

## WE'RE FLEXIBLE

We are dedicated to the wellbeing of our employees and will actively support you to find the balance which enables you to thrive. We have flexible working policies; we recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We are happy to talk about how best we can accommodate your needs.

## ADDITIONAL CIRCUMSTANCES TO CONSIDER

We are happy to discuss this in more detail to support your work-life balance.

This role requires frequent travel to sites that are often in remote locations and so a full driving licence is advantageous. Occasional overnight stays away from home will also be required.



# HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Rebecca O'Connor [Rebecca.oconnor@starfishsearch.com](mailto:Rebecca.oconnor@starfishsearch.com) and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/eh-ter-dir-stonehenge-west/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

**Closing date** Friday 27th October 2023

**Preliminary interviews online** w/c 13th November 2023

**Final Panel interviews** w/c 11th December 2023

