

Collective
City Observatory
38 Calton Hill
Edinburgh
EH7 5AA

+44 (0)131 556 1264
mail@collective-edinburgh.art
collective-edinburgh.art

COLLECTIVE

Job Title: Trading Manager
Salary: £32k pro rata
Reports to: Development and Enterprise Manager; Director
Working Hours: 4 days a week, 9.30am—5.30pm; there may be a requirement for occasional flexible hours, with additional hours recouped through TOIL

Location: Collective
City Observatory & City Dome
38 Calton Hill
Edinburgh
EH7 5AA

Benefits We Offer: Membership of a defined contribution pension scheme (subject to statutory qualifying conditions). Annual leave entitlement 25 days holiday and 11 bank holidays each year (pro rata).
Staff discount in our shop and coffee Kiosk.
Access to Employee Wellbeing Scheme.

To apply: Please upload your CV (1-2 pages) and cover letter (350 to 500 words max), or a short audio recording (max. 7 mins) which addresses your suitability for the role, to [Submittable](#).

Closing date: 15 June 2026, 5pm
Interviews: Week commencing 22 June 2026

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About Collective

For forty years, Collective has offered a supportive, inclusive and nurturing environment for artists to test out new ideas, produce new work and share their work with audiences. An integral part of Scotland's creative ecosystem and recognised nationally and internationally for our programmes with emergent practitioners, we have played a key developmental role in the careers of many Scottish artists, as well as introducing significant international artists to Scotland and the UK for the first time. We continue to support artists at important moments in their careers to produce and share new work - through our sector leading development programme for early-career artists, as well our programme of commissions and exhibitions presented in our City Dome space.

Over the past ten years, we have been through a major transformation, evolving from a small gallery on Cockburn Street to become custodians of one of Edinburgh's most visible heritage sites, City Observatory on Calton Hill, where we now attract in excess of 350,000 visits each year.

The Observatory is an iconic heritage complex, situated in a dramatic landscape at the heart of Edinburgh that offers a unique opportunity to significantly extend and enhance the reach and impact of our programmes with audiences.

The relocation also provided us with the opportunity to establish a family of successful trading enterprises, which reflect and uphold our core values, and bring in vital income to support our programmes and sustain free public access to our common good site.

Over the next five years, we will refocus our programming to play to the strengths of the site, embedding a site-responsive approach to working with artists, and creating new opportunities for artists in the process.

We will prioritise growing engagement with audiences, working to improve communications for general audiences, and to engage key target communities in our neighbourhood and city.

To read more about our Mission, Vision and Values and current and historic programmes please visit our [website](#).

Our Trading arm is a well-established wholly-owned subsidiary of Collective Gallery. The Trading arm cover our shop, kiosk, holiday let, hires and café partnership.

The Role

As Trading Manager, you will play a key role in developing and delivering our trading strategy with a particular focus on developing our retail, hires and events income. With support and line management from the Development and Enterprise Manager, and working closely with Trading team, you will work to maximise trading income, and to cement and embed trading across our operations.

Our Trading operations are at varying levels of maturity, and for the next stage in our development we are hoping to hear from candidates with experience in retail, hires, events, hospitality or commercial partnerships who are able to grow our income from these areas.

This role will work collaboratively to shape Collective's commercial identity – we are interested in hearing your vision of how our trading enterprises could develop, and how we connect our charitable purpose to our commercial offer.

Person Specification

Essential Skills, Knowledge and Experience

- At least 3 years' experience in retail, hires, hospitality, tourism, events or a related industry.
- A track record of developing and delivering commercial strategy.
- Demonstrable experience of building and maintaining relationships with external partners.
- Proven ability to manage and support a small team, including line management experience.
- Experience in managing finance, with strong administrative skills in monitoring budgets and reporting.
- Strong verbal and written communication skills for liaising with internal colleagues and external partners.
- Ability to work flexibly, deal with challenges, and find effective solutions within a public-facing organisation.
- Strong understanding of brand cohesion, ensuring that all commercial activities align with and support the organisation's overall identity and values.

Desirable Skills, Knowledge and Experience

- Experience and knowledge of the visual arts sector.
- Familiarity with trading enterprises in the context of a charitable organisation.
- Understanding of commissioning and sale of artist editions.
- Experience as a buyer and/or in product design.
- Experience in stock control systems.
- Sound knowledge of website management.

- Commitment to EDI principles.

Personal Qualities and Attitude

- An interest in contemporary visual art.
- Confident, friendly approach to working with a wide range of people and organisations.
- Ability to work flexibly on occasion, in the evenings and at the weekends as appropriate.
- Ability to work as part of a small team and take initiative independently.
- Ability to work under pressure and prioritise workload.

Key Responsibilities

Strategic

- Work closely with the Director and Trading colleagues to develop and implement a Trading Strategy for the organisation, which balances income generation for Collective with our core values and responsibilities as a public facing arts organisation.
- Attend Collective Board Meetings and meetings of the Senior Management Team.

Trading Company

- Report quarterly on Trading activity, and attend Trading Board meetings twice a year.
- Contribute to the effective monitoring and management of the Trading Company.
- Line manage the Trading Coordinator and work with colleagues across Collective on Trading.

Retail

- Work with relevant colleagues to ensure effective delivery and high-quality customer experience in the shop.
- Ensure the smooth running of Retail operations including Shopify and Zettle.
- Oversee stock ordering, monitoring and maintaining appropriate stock levels, and developing dynamic and attractive presentations within the shop
- Oversee stock takes twice annually, as required for audit purposes
- Work with colleagues to support the smooth running and ongoing profitability of our coffee Kiosk.
- Building and maintaining relationships with suppliers.

Partnerships

- Develop and maintain effective, positive and professional external business relationships. Key working relationships include our catering partner Café

Calton, our holiday let partner Joivy, our landlord the City of Edinburgh Council and other relevant professional bodies.

- Explore potential to initiate new partnerships to support Trading.

Finance admin

- Act as overall lead for trading related finance admin; and working with and colleagues in the Finance team, ensure appropriate control and compliance of trading finances.

General

- Working with the Director, and Senior Management Team, contribute to and support the development, implementation and achievement of Collective's Business Plan and policies relating to trading.
- Work with the Marketing and Communications Manager to develop a marketing strategy for Trading.
- Work closely with the Operations team to ensure smooth delivery of services, alignment of processes and a consistent visitor and client experience.
- Delegate duties as required ensuring that Trading activities run effectively across the week.
- Provide support, encouragement and guidance to Front of House team where undertaking duties relating to trading.
- Maintain awareness of market trends in all aspects of trading, understanding forthcoming customer initiatives and monitoring competitors.
- Maintain an-up-to-date knowledge and understanding of the external environment in which Collective operates, ensuring challenges and opportunities are identified and appropriate action taken.
- Champion and implement best practice in line with Collective's commitment to Equality, Diversity and Inclusion.
- Undertake any other reasonable duties as requested by the Director.

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To Apply

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Tools like ChatGPT can be useful for exploring thoughts, but we ask that the words you share with us are your own. Responses that seem artificially generated may not reflect the individuality we value—and could affect how your application is received or result in it being rejected.

Deadline for applications: 15 June 2026, 5pm

Please note that applications received after the deadline will not be considered.

Access

Collective strives to ensure that our opportunities are accessible to all and recognises that disabilities and restraints on an individual's capacity take many forms and are not always visible.

A small fund is available for individuals who need support in the completion of their written application. This fund could be used to support applicants who identify as having disabilities or caring responsibilities. Funds can be used toward costs such as additional support in the form of a scribe, proof-reader or assistant, childcare or support with care. Please get in touch to discuss your needs via recruitment@collective-edinburgh.art or 0131 322 1240.