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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Head of Inverness Castle Experience

**SALARY**: Up to £63,973

**LOCATION:** Inverness Castle

**HOMEWORKING:** This post is not suitable for a homeworking request to be made.

**RESPONSIBLE TO:** Director of Inverness Castle

**JOB PURPOSE:** To be responsible for the development and management of all areas of operation within the Inverness Castle Experience to present a world class visitor attraction, that appeals to both residents of and visitors to the Highlands all year round.

To develop and implement management planning processes to achieve the strategic aims and objectives of the Inverness Castle Experience.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. To lead the team that presents a world class visitor attraction, which appeals to both residents of and visitors to the region all year round, and which acts as a gateway for tourism in the Highlands.
2. To lead on the development and implementation of the management processes to achieve the strategic aims, objectives and critical success factors set out in the Inverness Castle Experience Business Plan.
3. To lead on the processes required to ensure that the Inverness Castle Experience Business Plan is current and continually reviewed.
4. To maximise profit from all commercial operations including ticket sales, food and beverage, retail and events and ensure income and expenditure are effectively managed to achieve or exceed the annual financial targets.
5. Ensure all financial dealings, particularly in the ordering, selling of goods, cash handling and banking meet HLH financial regulations and Standing Orders.
6. Develop Key Performance Indicators that analyse the take up of all income/expenditure groups highlighting both under and over performance in a timely fashion.
7. Develop strong trading links with suppliers aiming to maintain high quality whilst controlling costs.
8. Ensure all food and beverage functions are delivered at the highest standards with regards to Health and Food Safety.
9. Regularly review the food and beverage and retail offers against customer feedback and industry trends.
10. Ensure that all conditions pertaining to the Premises License are managed and delivered.
11. To ensure that all staff are aware of, trained and adhere to all requirements as laid out in the Premises License.
12. To ensure that all areas of operation within the Inverness Castle Experience are performing to the standards required of a world class visitor attraction.
13. To lead on the development of a high-quality team of staff on an ongoing basis.
14. To ensure that the Inverness Castle Experience promotes and presents all aspects of High Life Highland’s Charity proposition of “Making Life Better”.
15. To ensure that all operations within the Inverness Castle Experience present a safe and secure environment for visitors and staff.
16. To ensure that all operations within the Inverness Castle Experience present an inclusive and accessible environment for visitors and staff.
17. To review market trends and developments in the visitor attraction sector to ensure that the visitor experience is continually developed and enhanced.
18. To develop and maintain strategic partnership with the Scottish and UK Governments, The Highland Council, Highlands and Islands Enterprise, VisitScotland and a range of other business, tourism and cultural partners.
19. To produce the reporting and evaluation reports and updates required to meet the governance needs of HLH.
20. To prepare and present reports to a range of stakeholders on behalf of High Life Highland.
21. Liaise with the wider HLH colleagues to ensure that all service requirements are met to ensure smooth running of the business.

**Other Duties:** You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time. **Date:** May 2024

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Head of Inverness Castle Experience

**LOCATION:** Inverness Castle

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following.

1. **EXPERIENCE**

* Considerable achievement of operating at a senior management level.
* Considerable experience of directly managing national or international visitor attractions with visitor numbers in excess of 200k.

1. **EDUCATION AND QUALIFICATIONS**

* Educated to degree level or able to demonstrate equivalent senior management experience.
* Hold a professional qualification in the tourism or hospitality sectors or able to do so within 12 months of appointment or equivalent experience.

1. **SKILLS/ATTRIBUTES GENERAL**

* The ability to analyse business environments and to think strategically.
* The ability to analyse financial information and to manage budgets effectively.
* The ability to work at a strategic level with national and local partners.

1. **SKILLS/ABILITIES SPECIFIC TO THE POST**

* A knowledge of the national and international visitor attractions sector.
* Strong communication skills to support relationship management with a range of partners and stakeholders.
* Strong leadership qualities to develop and motivate a large team of staff.
* Ability to work as part of High Life Highland’s senior leadership team.

1. **INTERPERSONAL AND SOCIAL SKILLS**

* The commitment to deliver on High Life Highland’s i-Care people values: integrity, community, accountability, respect and example.
* The ability to generate enthusiasm and commitment to strategies, vision and values.
* The ability to manage and develop successful visitor interaction and to improve and innovate operational processes to best meet visitor needs.

**Desirable Attributes**

1. Hold or be able to attain a recognised H & S qualification eg IOSH, NEBOSH, IEHO.
2. To have managed and led a team within a multi-disciplinary customer facing business involving catering services, retail, events and marketing.
3. To have had experience of training a multi-disciplinary team across all functional areas.