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

**JOB TITLE**: Senior Community Venues & Engagement Manager

**SALARY**: £42,879 - £46,410 Per annum

**LOCATION:** Bught Park / Northern Meeting Park

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

**RESPONSIBLE TO:** Head of Community Venues and Engagement

**JOB PURPOSE:** To lead the effective management and development of Bught Park & Northern Meeting Park facilities and other associated community facilities.

To contribute to the strategic goals of High Life Highland (HLH). In doing so, a key aspect of the role will involve significant stakeholder engagement with key influencers, including senior politicians and a wide range of community, sporting and cultural organisations.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.
2. To provide direct line management of Community Venue and Outdoor Venue Managers.
3. To manage and develop all aspects of the frontline operation of Bught Park facilities, Northern Meeting Park and their associated community facilities.
4. To ensure that all facility operations adhere to HLH policies, practices and strategies including financial regulations, Equality and Health & Safety requirements and ensure site documentation is reviewed and updated.
5. To develop an events and activities programme that ensures maximum utilisation of all facilities and maximises potential income generation.
6. Evening and weekend work will be essential for the post.
7. To fulfil monitoring and reporting requirements as requested by UK, Scottish government and Sport Scotland with regards to the Levelling Up Funds projects.
8. To assist in the development and uptake of the High Life membership scheme.
9. To develop effective working partnerships with all current users and develop new working partnerships and user groups.
10. To attract and manage events to Bught Park and Northern Meeting Park facilities.
11. To attract and manage major outdoor events at Bught Park and NMP maximising potential income generation.
12. To build positive relationships with existing and potential stakeholders, lease holders, key influencers, including senior politicians, UK and Scottish government officials and a wide range of community, sporting and cultural organisations and promoters.
13. To review and develop a range of courses, activities and holiday programmes.
14. To work with the HLH marketing team to develop and implement effective promotional activity to maximise of the use of HLH facilities in the Bught Park and Northern Meeting Park.
15. To assist and deputise for the Head of Community Venues and Engagement Service in the delivery and development of the Service.
16. To propose new innovational ideas for development and to contribute to the implementation of new projects.
17. To contribute to the wider SLS Service Team and support with the implementation and delivery of the current SLS Service Objectives
18. To provide management cover as and when required to other Community sites within the HLH facility portfolio.
19. To assist the HLH Senior Management Team as required.

**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.

*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*

**Date: December 2024**

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| **A white and black logo  Description automatically generated** | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

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| **JOB TITLE:** | Senior Community Venues and Engagement Manager |
| **SALARY:** | £42,879 - £46,410 Per annum |
| **LOCATION:** | Inverness |
| **HOMEWORKING:** | This post is not suitable for a homeworking request to be made. |
| **RESPONSIBLE TO:** | Head of Community Venues and Engagement |

1. **EXPERIENCE**

* At least 5 years’ experience of successful management in an appropriate discipline.
* A clear and thorough understanding of facility management, specifically health & safety legislation in relation to managing a public facility.
* A proven track record of effectively prioritising tasks, working to tight deadlines and working on own initiative.
* Experience of managing and / or attracting facility events.
* A clear understanding of customer needs and the role of marketing and communications in effective facility management.
* Experience in facility and project development.
* Experience of partnership working
* Effective leadership, interpersonal and communication skills.
* Experience of managing and / or attracting major events.

1. **EDUCATION AND QUALIFICATIONS**

* Educated to degree level; or hold a qualification in an appropriate field; or hold current membership of a professional body; or equivalent experience.
* Training and / or experience in facility management.

1. **SKILLS – GENERAL ATTRIBUTES:**

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| * Commitment to delivering the Charity proposition and people values personally and by all in the service. |
| * The ability to manage change along with the people aspects of said change. |
| * Commitment to the health and safety of all people associated with HLH services and activities. |
| * Commitment to the delivery of all HLH’s policies, procedures, and guidance. |
| * The ability to analyse business environments, think strategically, foster innovation to stay ahead of competitors and solve problems. |
| * The ability and commitment to continuous improvement in the service. |
| * The ability to communicate strategically with representatives of Local Authority, Scottish Government and UK Government. |
| * It is essential that the postholder has an extremely flexible approach and must be able to regularly work both weekends and evenings as part of the role. |

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

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| * Experience of delivering high quality services and products to meet customer demand. |
| * The ability to motivate and enthuse staff as well as to manage staff, manage conflict and recognise and manage under performance. |
| * Experience of identifying and delivering new business growth. |
| * The ability to manage a multi-directional service, allocate tasks and ensure the service operates as effectively and efficiently as possible. |
| * To represent and develop relationships in communities across the Highlands. |

1. **INTERPERSONAL AND SOCIAL SKILLS**

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| * To be able act with **integrity**, being honest, transparent and having strong moral principles in all aspects of the role. |
| * To acknowledge and respect **community** feedback to ensure that change and development reflects the needs of the internal and external communities. |
| * To take responsibility and be **accountable** for your own actions, having strong guiding principles and building trust. |
| * Show **respect** by being listening, be kind and support others having zero tolerance for prejudice and discrimination. |
| * Setting a good **example** that positively reflects on the charity and act as a proud ambassador for HLH. |
| * The ability to generate enthusiasm and commitment to strategies, vision and values. |
| * The ability to communicate effectively at all levels, both internally and externally. |
| * The ability to lead a successful team through motivating, supporting and developing employees and colleagues to make the best of their abilities. |
| * The ability to prepare and communicate effective policies, objectives and plans. |
| * The ability to manage customer consultation successfully and improve business processes to best meet customer requirements. |
| * The ability to present information and ideas in a way that promotes understanding of the same and gains commitment/buy-in to support/deliver the information and ideas. |
| * The ability to influence others and negotiate appropriate outcomes. |