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

**JOB TITLE**: Administration & Bookings Officer

**SALARY**: £24,806 - £27,172 per annum

**LOCATION:** Inverness Castle Experience

**WORKING PATTERN:** 35 hours per week including some weekend and bank holidays

**HOMEWORKING:** This post has not suitable for homeworking.

**RESPONSIBLE TO:** Head of Inverness Castle Experience

**JOB PURPOSE:** As part of the Inverness Castle Experience (ICE) team, to assist with the wide range of administrative work and across High Life Highland (HLH) as needed, providing a high-quality level of service.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. To 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 high quality general administrative support and to be responsible, on a day-to-day basis, for the joint supervision of clerical staff including, administering all requests through the generic mailboxes and ensuring work is co-ordinated and completed within timescales. A detailed knowledge of financial processing, guidance and processes will be required (full training will be provided).
3. To deal with enquiries, including liaising with managers , providing information, taking messages, signposting to appropriate members of staff and ensuring contacts receive timely responses.
4. To maintain the bookings diary which will include accepting and responding to bookings at the Inverness Castle Experience through all modes of communication, including in person, telephone and email.
5. To report any concerns around the bookings processes for prompt resolution.
6. To ensure HLH’s inclusive policy and procedures for booking tickets is adhered to, making reasonable adjustments, adapting to individual’s specific needs and providing supportive information and arrangements, in connection to any additional support needs.
7. To assist with the full range of requirements around the organisation of scheduled, regular meetings and any ad hoc requirements. This could include issuing e-diary invites, arranging venues and refreshments, drafting agendas, ensuring regular agenda items are scheduled, follow up on actions, taking minutes.
8. To assist managers with the co-ordination and administration of statutory and post specific training, which could include liaising with trainers and issuing invites to relevant staff.
9. To assist with the collation of monthly absence returns using excel spreadsheets.
10. To assist with in house financial processes training as required across HLH and within the Inverness Castle Experience team.
11. To follow the Business Processes Handbook ensuring up to date guidance available to the Inverness Castle Experience team.
12. Pursue continuous professional development and contribute to the continuous improvement of Inverness Castle Experience and High Life Highland as a whole.
13. Attend and undertake any training online or in person.
14. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
15. Undertake all tasks in accordance with High Life Highland policies and procedures, including health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.
16. To identify and progress improvements within the team in conjunction with others as needed.
17. To assist other areas of Inverness Castle Experience and High Life Highland with particular projects, training or in the event of holidays or sickness.

**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:** April 2025

*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:** Administration & Bookings Officer

**LOCATION:** Inverness Castle Experience

**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:

**EXPERIENCE**

* Previous experience of working in a multi disciplined role
* Minimum of 2 years previous experience in a busy work environment and able to demonstrate personal development
* Some supervisory experience

**EDUCATION AND QUALIFICATIONS**

* Good general level of education, minimum of three National 4/5 qualifications (or equivalent) including English, or equivalent work experience

**SKILLS/ATTRIBUTES GENERAL**

* Highly effective written and verbal communications skills
* Able to set and maintain high standards
* Focussed approach to work, with attention to detail
* Excellent motivation and ability to work on own initiative and as part of a team

**SKILLS/ABILITIES SPECIFIC TO THE POST**

* Knowledge of Microsoft Office packages
* Good organisational skills
* Diplomacy and tact
* Confidentiality
* Able to demonstrate practical judgement
* Ability to manage workload, arranging priorities to meet strict deadlines
* Ability to influence, negotiate and communicate effectively
* Supervisory skills
* Energetic, enthusiastic, with a personal drive for achieving results
* Knowledge of General Data Protection Regulations

April 2025

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