

Title: Director of the High Life Highland (Trading) C.I.C.

Reports to: Chair of High Life Highland (Trading) C.I.C. Board

Term: Up to 4 years with option to extend

High Life Highland (HLH) (Trading) C.I.C. is looking for Directors to play an essential role in providing strategic direction and governance and expert advice and support. Previous non executive director experience is not essential for this appointment.

Statutory Duties:

- Ensure compliance with company law and relevant legislation and regulations

Experience:

- A commercial background able to support HLH through its next stages of business growth particularly at this time including retail and/or catering experience
- Business development experience
- Experience in the tourism industry
- Operating in a senior role, preferably with experience of committee and governance work
- Ability to build and sustain relationships with key stakeholders and colleagues

Knowledge, Skills and Understanding:

- Good independent judgement and strategic vision
- The ability to work effectively as a member of a team whilst contributing an independent perspective

Minimum Time Commitment:

- HLH Trading Board meets at least four times a year
- Directors nominated to sub committees or working groups will be expected to be in attendance for additional meetings throughout the year
- Papers are circulated in advance of meetings and some preparatory reading is required
- There may be occasional requirements between meetings to use your skills and experience as a Director
- Induction and training to support you as a Director

Additional Responsibilities of the Chair

1. The Chair is the leader and spokesperson of the Trading Board and as such must keep closely in touch with the company and its activities.
2. The Chair will normally represent HLH at outside events, though may delegate this to the Vice Chair or another colleague.
3. The Chair will support, and where necessary, challenge the Chief Executive and ensure that the Board as a whole work in partnership with the executive staff.
4. In the absence of the Chair, the duties and powers of the Chair will be undertaken by the Vice Chair.

Business Objectives

High Life Highland (HLH) (Trading) CIC is a Community Interest Company wholly owned by High Life Highland. Its purpose is to deliver the parts of HLH's business that are not charitable, including catering, retail, vending, events, car parking, outdoor accommodation, horticulture (provision of hanging baskets) and archive and genealogy research and related fees. The purpose of the Trading Company is to generate a margin to gift aid back to the main charity to assist with its charitable purposes.

HLH (Trading) CIC operates within the context of the HLH Strategy 2025-2030 and its five Strategic Objectives. The focus of the Trading Company is primarily driven by Strategic Objective 2 – “To maximise and grow our income to re-invest across our services”. It contributes across the HLH Strategic Outcomes, specifically in terms of:

- Improving Financial Sustainability
- Improving User/Service Satisfaction levels
- Sustainability - Local supply chain benefits.

The Ambition for the Trading Company 2025-2028

The Trading Company will seek to achieve 10% year on year growth in surplus gifted back to HLH from its existing portfolio (excepting the Inverness Castle Experience). It will achieve this through optimising the commercial performance across both its existing portfolio and new opportunities which arise over 2025-2028. It will seek to identify investment areas through HLH, through the Highland Investment Plan or with other partner organisations which can deliver a sustainable and increased annual surplus to High Life Highland, ensuring at all times that the operation of the Trading Company is aligned to the HLH purpose, i-care values and charitable aims.

Along with HLH, it will ensure that the Inverness Castle Experience (ICE) will establish itself as a high-quality year-round destination venue and deliver significant and growing margin and from the retail, food and beverage and events activity which will sit under the Trading Company.

Corporate Values

The Corporate Values of the main Charity have been adopted by the HLH (Trading) CIC and these are:

1. To act legally and safely
2. To provide quality services, important to individuals and communities
3. To balance community social and financial objectives
4. To encourage and enable innovation and entrepreneurship
5. To continue to be a good employer and partner
6. To reduce the environmental impact of the organisations
7. To contribute to achieving net zero targets.