

<b>JOB TITLE:</b>	Assistant Manager (Events)
<b>SALARY:</b>	£17.91 per hour
<b>LOCATION:</b>	Bught Park Pavilion/Northern Meeting Park/Phipps Hall
<b>HOMEWORKING:</b>	This post is not suitable for homeworking
<b>RESPONSIBLE TO:</b>	Senior CV&E Manager
<b>JOB PURPOSE:</b>	The role will focus on the facility and front-line management of the Northern Meeting Park, Bught Park Pavilion and Pitches, and Phipps Hall, particularly during events, activities, and bookings.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

- 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.
- Be responsible for the frontline management of Northern Meeting Park, Bught Park Pavilion and Phipps Hall (this will include bar work).
- Line manage relevant staff at the Bught Park Pavilion, Northern Meeting Park, and Phipps Hall.
- Be responsible for the successful delivery (co-ordination) of events taking place at Bught Park Pavilion and Northern Meeting Park Pavilions and the Phipps Hall.
- Take a responsible role in delivering the larger/outdoor events at Bught Park and Northern Meeting Park.
- Engage with all promoters staging events at Northern Meeting Park and Bught Park Pavilion, with a view to securing other events.
- Engage with and brief any suppliers on site for the successful delivery of events across all sites.
- Engage and liaise with caterers and ensure they are compliant with kitchen procedures, and to assist when needed with service.
- Engage with customers/visitors/users at Northern Meeting Park, Bught Park and Phipps Hall and encourage new bookings. To respond to enquiries, and be an ambassador for the sites, service, and High Life Highland.

- Ensure high performance and presentation standards of the staff and building are always maintained.
- Make sure stock is in date, ensure it is being rotated properly, and record wastage correctly. To ensure stock is monitored and that the Assistant Manager is informed when levels are low in readiness for reorder.
- Ensure that the financial regulations are always followed (especially with banking (you will be expected to reconcile tills)) and to assist with any suggestions about reducing costs and increasing income where possible.
- Consult with customers and staff on the operation of the facility and to ensure the CV&E Senior Manager is informed of any issues or improvements that may contribute to the effectiveness or efficiency of the facility.
- Work effectively with all customers and user groups to ensure that customer care standards are upheld and that facilities and equipment are provided in accordance with the needs of different user groups and individuals.
- Ensure health and safety systems of work and policies are being adhered to within the facility (including, NOP, EAP, COSHH, Risk Assessments) and to ensure that all staff are following correct procedures. To undertake any daily/weekly/monthly checks required as delegated by the Responsible Premises Officer.
- Actively contribute ideas and help develop new ways to secure more bookings/usage of the facilities – thus creating income generation.
- Monitor the cleanliness of the facility and equipment and perform cleaning duties when required.
- Be a key holder and ensure the security procedures are always complied with.
- Pursue continuous professional development and contribute to the continuous improvement of High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the team.
- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The 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. Because of such variations it will be necessary to update this job specification from time to time.

**Date: May 2026**

*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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**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**

- Supervisory experience in the events industry or comparable.
- Evidence of holding a position of responsibility in the customer service industry (particularly hospitality).
- A clear understanding of customer needs.
- Evidence of a responsible role within a facilities team.

**EDUCATION AND QUALIFICATIONS**

- HND events related discipline or similar would be highly desirable or equivalent experience.

**SKILLS / ATTRIBUTES GENERAL**

- Good communication skills both written and oral.
- Self-motivated individual who will work under own initiative.
- Numeric skills and IT competence.
- Ability to handle sensitive situations appropriately and with discretion.
- Has high standards of delivery and presentation.

**SKILLS / ABILITIES SPECIFIC TO THE POST**

- The ability to work flexibly including evenings and weekends to meet the demand of the service.
- Strong understanding of Health & Safety in the workplace.
- Strong organisational and leadership skills.
- Ability to multitask and problem solve with excellent time management skills.

**INTERPERSONAL AND SOCIAL SKILLS**

- Diplomatic skills with ability to maintain confidentiality
- Ability to relate well to staff and customers
- Enthusiastic and dynamic personality with ability to motivate and inspire others

**DESIRABLE ATTRIBUTES:**

- First aid at work certificate
- Health and safety certificate