

Job Description

Functions Assistant – Highcliffe Castle

Role Profile Operational E

Service/Team Destination and Culture

Reports to _ Functions Manager – Highcliffe Castle

Responsible for NA

Number of posts _ 2 + casual

Post number TBC

Career Grade Band E

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by delivering events and functions within Highcliffe Castle and the grounds developing the venues offer as a heritage and events venue

Job Overview

To support the Functions Coordinator to develop, deliver and promote the facilities & services at Highcliffe Castle in line with the Business Plan, Management Plan, Heritage Lottery Fund bid targets and action plan and the Council strategies and policies.

To support the development, planning and delivery of functions, including heritage and commercial events, business events and weddings within Highcliffe Castle and grounds

To be part of the functions team at Highcliffe Castle, building positive relationships with staff, stakeholders, partners, service providers and customers.

Key Responsibilities

- Support the Functions Coordinator with developing and delivering functions and events within Highcliffe Castle and grounds
- Deliver show rounds for prospective customers and oversee functions and events at Highcliffe Castle as part of the team rota
- Assist with stock purchasing and control for functions and events facilities, including the bar
- Develop and maintain relationships with suppliers and agencies who support the delivery of functions and events within Highcliffe Castle
- Assist with training and supervising staff and external contractors supporting the delivery of functions and events
- Work closely with the commercial team to develop the functions and events offer and review pricing
- Assist with the collection and analysing of data to support the business to develop its service
- Assist with the management of communications and promotions including printed material, websites and social media.
- Assist with the setting and realising of income targets.
- Attend exhibitions and conferences relevant to developing and promoting the functions business within Highcliffe Castle
- Ensure all functions and events are in line with relevant Health & Safety requirements and documentation is maintained and updated

- Process invoices to ensure all income and expenditure is processed in a timely manner
- Respond to complaints and compliments in relation to Highcliffe Castle
- Provide effective communication between managers, staff, partners, contractors and stakeholders.
- Build positive and productive partnership relationships with local residents associations, community groups, internal Service Units, Council Members, other providers, external organisations and users.
- To be responsible for ensuring that all relevant Health & Safety documentation is maintained and updated

Specific Qualifications and Experience

- NVQ 3 or equivalent experience
- Marketing & communications experience
- Experience of delivering events and functions within an indoor setting and within public grounds and the complexities of these being used for various purposes
- Experience of delivering creative solutions to a range of problems.
- Experience of financial and administrative systems
- Related Health & Safety knowledge and safe working practices.
- IT skills in Word, Outlook and Power Point.
- Complaint handling skills

Personal Qualities & Attributes

- Organised and efficient with attention to detail.
- High level of resilience and calm under pressure
- Literacy and numeracy skills
- Strategic thinker and effective decision maker

Job Requirements

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.