

Job Description

Commercial Assistant – Highcliffe Castle

Role Profile Business Support E

Service/Team Destination and Culture

Reports to _ Commercial Manager – Highcliffe Castle

Responsible for NA

Number of posts _ 2

Post number TBC

Career Grade Band E

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

Job Overview

To support the Commercial Manager 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 commercial activity, including heritage and commercial events, business events and weddings within Highcliffe Castle and grounds, assisting with the operations of commercial activity as required.

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

Key Responsibilities

- Support the Commercial Manager with developing commercial activity within Highcliffe Castle and grounds
- Ensure booking systems used for the scheduling of commercial activity are kept up to date and relevant staff are kept informed of bookings and changes to arrangements
- Deliver show rounds for prospective customers and event organisers
- Develop and maintain relationships with suppliers and agencies who support the delivery of commercial activity within Highcliffe Castle
- Work closely with the functions and operational teams to develop the commercial activity 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.
- Assist the Commercial Manager with ensuring the Tea Rooms function provides a high-quality offer and supports commercial activity where appropriate
- Attend exhibitions and conferences relevant to developing and promoting the commercial activity within Highcliffe Castle

- Assist the Commercial Manager to ensure all commercial activities are in line with relevant Health & Safety requirements and documentation is maintained and updated
- Support the Highcliffe Castle team with delivery of functions and events within Highcliffe Castle and grounds
- Process invoices to ensure all income and expenditure is processed in a timely manner
- Respond to complaints and compliments in relation to commercial activity 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.

Specific Qualifications and Experience

- NVQ 3 or equivalent experience
- Marketing & communications experience
- Experience of delivering commercial activity 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 clam 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.