

Job Description

Functions Manager Highcliffe Castle

Role Profile Manager H

Service/Team Destination and Culture

Reports to _ Operations Manager – Highcliffe Castle

Responsible for Functions Assistants

Number of posts _ 1

Post number TBC

Career Grade BCP Band H

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by delivering and managing events and functions within Highcliffe Castle and grounds

Job Overview

To support the Operations Manager to manage, develop 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 be responsible for the development, planning and delivery of functions, including heritage and commercial events, business events and weddings within Highcliffe Castle and grounds

To lead the Functions team at Highcliffe Castle, building positive relationships with staff, stakeholders, partners, service providers and customers.

Key Responsibilities

- Manage & develop the planning and delivery of all functions and events at Highcliffe Castle and within the grounds to provide an engaging heritage venue as well as an attractive venue for events, weddings, meetings, environmental education, cultural activities and general public recreation.
- Oversee the staffing required to successfully deliver all functions, events and weddings within Highcliffe Castle and grounds including managing the rota to ensure required cover is in place
- Recruit, manage and develop the permanent and temporary staff within the functions team
- Develop and maintain relationships with suppliers and agencies who support the delivery of functions and events within Highcliffe Castle
- Responsibility for stock purchasing and control for functions and events facilities, including the bar
- Obtain and analyse data to support the business to develop its service and to assist with the development and implementation of the Business & Action Plans for Highcliffe Castle with a focus on improved customer experience, income generation and adapting the offer to meet emerging trends
- Assist with communications and promotions linked to function and events at Highcliffe Castle including printed material, websites and social media.
- Manage operational budgets, including the setting and realising of income targets.
- Provide effective communication between managers, staff, partners, contractors and stakeholders.

- Attend exhibitions and conferences relevant to developing and promoting the functions business within Highcliffe Castle
- To be responsible for ensuring that all functions and events are in line with relevant Health & Safety requirements and documentation is maintained and updated
- Attend Safety Advisory Group meetings and prepare and submit all relevant Emergency Management Plans for events as required
- Deputise for the Operations Manager as and when required.

Specific Qualifications and Experience

- 3 A Levels, NVQ level 4 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 managing partnerships including stakeholder management and knowledge of effective change
- Experience of motivating and building relationships with staff promoting a culture of empowerment and inclusion.
- Experience of delivering creative solutions to a range of problems.
- Experience of financial and administrative systems including budget management
- Related Health & Safety knowledge and safe working practices.
- IT skills in Word, Outlook and Power Point.

Personal Qualities & Attributes

- Organised and efficient with attention to detail.
- High level of resilience and calm under pressure
- Flexible approach
- Literacy and numeracy skills
- Negotiation 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.