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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE:** Relief Assistant Manager Events

**SALARY:** £16.63 per hour

**LOCATION:** Inverness Botanic Gardens

**HOMEWORKING:** This post is not suitable for homeworking

**RESPONSIBLE TO:** Facilities Manager

**JOB PURPOSE:**

To provide relief cover for the events and catering operations of Inverness Botanic Gardens, Café and Leisure centre. This includes holiday, sickness, and training cover for permanent staff. You will be employed on a casual basis, as and when required, with no guaranteed hours.

We are seeking a flexible individual who can multitask across a diverse range of responsibilities, working collaboratively with staff, volunteers, and members of the public in a unique horticultural, leisure and visitor attraction setting.

**Key Duties and Responsibilities**

* 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.
* Oversee the events and catering operations of Inverness Botanic Gardens, including the café, gardens, nursery, and community programmes.
* Support and supervise events at the Gardens and ensure all bookings and event operations are delivered to a high standard.
* Provide operational support to all teams on-site — catering, gardening, and GROW — ensuring smooth coordination and effective communication.
* Deliver excellent customer service and serve as a point of contact for the public, clients, and suppliers.
* Supervise and support permanent and seasonal staff during relief cover, maintaining performance and service standards.
* Liaise with event organisers, volunteers, community partners, and catering clients to ensure smooth event and café operations.
* Ensure the site remains welcoming, clean, and well-presented at all times.
* Support stock management, including ordering, receiving, and recording goods for the café, shop, and events.
* Follow all financial procedures, assist with daily takings, cash handling, invoicing, and record-keeping.
* Ensure all health and safety procedures are implemented and followed, including site inspections, accident reporting, and compliance checks (e.g. fire alarms, COSHH, risk assessments).
* Coordinate room and space bookings using HLH systems and liaise with customers and community users.
* Support the promotion of events, menus, and activities in collaboration with the marketing team, including updates to social media and noticeboards.
* Assist with performance statistics and reporting requirements.
* Act as a keyholder, ensuring security of the building and responding to out-of-hours alarms or emergencies.
* Carry out cleaning or maintenance tasks if required to ensure business continuity and presentation standards.
* Pursue continuous professional development and contribute to the continuous improvement of Inverness Botanic Gardens and 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 Inverness Botanic Gardens team.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular 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. As a result of such variations it will be necessary to update this job specification from time to time.

**Date: June 2025**

*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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| **A white and black logo  AI-generated content may be incorrect.** | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**Essential Attributes**

To be effective in this role, candidates must demonstrate the following:

**1. Experience**

* Previous experience in a busy office environment
* Proven clerical and administrative experience

**2. Education and Qualifications**

* A good general level of education (minimum of 3 Standard Grades, including English) or equivalent experience

**3. General Skills and Attributes**

* Strong attention to detail
* Ability to work under pressure and meet deadlines
* Capable of working independently and as part of a team
* Proficient typing and IT skills
* Ability to multitask and adapt to a wide variety of responsibilities

**4. Role-Specific Skills**

* Proficiency in Microsoft Office packages
* Familiarity with Integra and banking processes
* Strong organisational skills
* Confident telephone manner

**5. Interpersonal Skills**

* Excellent communication skills
* Flexible and adaptable approach
* Strong sense of customer service and professionalism
* Diplomatic, tactful, and discreet
* Friendly and approachable manner

**Other Duties**

You may be required to undertake duties relevant to the role that are not explicitly listed above. Responsibilities may evolve over time to reflect changes in service delivery, without altering the overall scope or grade of the post. Updates to this job description will be made as required.

**Safeguarding Statement**

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults. We expect all staff, volunteers, and partners to uphold these values. Relevant roles may be subject to Disclosure Scotland checks, identity verification, reference checks, and right-to-work validation.

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