



# Events Supervisor

**Closing Date: Wednesday 10 July 2024, midday**

**Expected Interview Date: W/C 22<sup>nd</sup> July 2024**

## Recruitment Reference:

HES/24/146

## Starting Salary:

£27,149 pro rata per annum

## Salary Range:

£27, 149 - £30,221 pro rata per annum

## Pay Band:

B

## Directorate:

Operations

## Location:

Edinburgh Castle

## Line Manager:

Louise Brady,  
Events Manager

## Contract Type:

Permanent

## Working Hours:

Full time; 35 hours per week  
(5 days out of 7, including evening and weekend working which is often required)

Thank you for your interest in the post of Events Supervisor with Historic Environment Scotland based at Edinburgh Castle. This is a permanent, full time and pensionable appointment.

As Events Supervisor, you will be expected to work five days out of seven, averaging 35 hours per week which will also include evening and weekend working when required.

You will support the Events Manager with the generation of income from corporate and private functions, events and filming, weddings and evening catering. You will assist with the onsite delivery of events out with the core visitor experience, ensuring that these work alongside the day-to-day operation of the castle, and that all clients receive a world class experience.

## About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

## Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

## Our Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected and managed for the generations to come.
- The historic environment makes a broader contribution to the economy of Scotland and its people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

## Overview of the post and information about the team

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. Edinburgh Castle is one of Scotland's most popular visitor attractions and offers a variety of stunning locations in which to stage events and functions. Events business makes a valuable contribution to the overall income generated at the Castle. As Events Supervisor, you will be a key member of the castle team, reporting directly to the Events Manager, Louise Brady, and also liaising with the Event Sales Team and on-site catering partner Benugo to deliver an outstanding experience for the client.

As events are often held out with the normal opening hours, the Events Supervisor can expect to work 5 days out of 7, averaging 35 hours per week, which will also include weekend and evening work as required.

## Key responsibilities, duties and objectives

- Co-ordinate all aspects of confirmed events, including the management of external suppliers working on-site and the communication of necessary information to the wider castle always ensuring a 5-star service
- Act as an Events Supervisor for a wide range of events (including Ministerial, Corporate Events and Weddings) as required.
- Line Manage part-time Guest Experience Assistants. This will involve training, assigning events in alignment with their allocated hours and overseeing time management.
- Contribute to overall event sales targets by supporting the activity of the Central Sales Team and acting as the on-site client contact to convert enquiries into bookings.
- Conduct site visits for confirmed clients, showing event spaces and explaining options available to the client, which may enhance their experience and increase income to the site.
- Ensure appropriate staffing available for each event and supervise the team responsible for delivery in each case.

- Generate event sheets and ensure every event has the appropriate information for operations colleagues to provide a 5-star service to clients.
- Monitor pre-opening tour bookings, liaising with catering partners when required. Be on-site for these bookings checking that the hospitality area is set for tour arrival.
- Assist with the living history programme, as well as supervising filming and photography requests and other one-off events as required.
- Assist and support the Event Manager in delivering corporate hospitality for major events such as the Royal Edinburgh Military Tattoo and Castle Concerts where required.
- Support with the resolution of client and visitor complaints ensuring relevant procedures and processes are adhered to.
- Ensure compliance with all health and safety procedures including the development of risk assessments in relation to events/functions business.
- Work with the internal teams within the castle to drive improvements to facilities and processes on site related to the events/functions business.
- Support the Edinburgh Castle management team to ensure the visitor experience is maintained for daytime visitors and evening clients alike.
- Work with other team members, colleagues from Marketing and Engagement and catering partners to provide cover for event enquiries throughout the working week.

## Post Competencies

You will be assessed against these competencies during our selection process.

### **Core Competencies:**

- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

## Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

### **Essential requirements:**

- Excellent communication skills
- Knowledge of Microsoft Office packages, specifically Word and Excel
- Experience in using customer databases and diary systems
- Experience of cross directorate working

- Event supervision experience
- Experience supporting a team to deliver their goals
- Demonstrable experience delivering process improvements
- Ability to plan, organise, then get the best from people to achieve an objective
- Ability to prioritise and thrive in a fast-paced environment
- Flexibility to provide cover according to business needs

***Desirable requirements:***

- Knowledge and understanding of a range of internal HES policies relating to the role
- Knowledge of the wider events sector including trends and products offered by peers
- Familiarity with Edinburgh Castle's operations and layout

## What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, equivalent of 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

## Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- access to a free Headspace membership
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

## Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

## Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.



## How to apply for this post

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email [recruit@hes.scot](mailto:recruit@hes.scot), quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Louise Brady, Events Manager, via email at [louise.brady@hes.scot](mailto:louise.brady@hes.scot)

We welcome all applicants from under-represented groups within HES. We know from our [equality monitoring](#) that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic language plan we welcome applications from Gaelic speakers.

Human Resources  
Historic Environment Scotland