

Job Description

1. Job Title	Director of Harrogate Convention Centre
Service	Harrogate Convention Centre
Team	N/A
Date Prepared/Revised By	April 2020
Post Accountable to	Chief Executive
Post directly responsible for employees(number of workers)	Direct Supervision: 2 Indirect Supervision: 42
2. Main Purpose	
<ul style="list-style-type: none"> As a member of the Corporate Management Team to provide strategic leadership to develop an excellent Council that delivers efficient, effective and value for money services. To advise the Council and its Committees on matters relating to council functions, policies and services. 	
3. Key Contacts	
Internal: Elected Members, Corporate Management, Trade Unions	
External: Government, public, private and third sector partners	
4. Main Accountabilities	
<ul style="list-style-type: none"> To lead a portfolio of services, and from time to time cross-service themes and projects on behalf of Corporate Management Team. To lead and inspire managers and staff through personal example to deliver the Council's vision, values and priorities. To build mutual confidence, respect and trust with Elected Members in order to ensure effective political/officer relationships within the Council. To build and maintain effective relationships with key external stakeholders in order to ensure the delivery of the Council's priorities. Ensure that all direct reports are provided with appropriate challenge and support to enable them to provide effective leadership to their service areas, and enable the delivery of high performing teams. Promote and embed a strong performance culture through the setting and monitoring of performance targets for Heads of Service. To provide leadership, vision and strategic direction to Harrogate Convention Centre, creating a strong commercial culture to become the country's leading events destination. To drive sales performance in order to achieve business and financial targets to maximise income, whilst reducing cost in order that Harrogate Convention Centre remains competitive and profit making. 	

5. Standard Accountability Statements

Health and Safety:

You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Health, Safety Responsibilities (HSR) for your post.

Equality and Diversity: The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

Learning and Personal Development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.

Safeguarding Policy and Procedures

The post holder will adhere to all the Council's Safeguarding Policy and Procedures.

6. Job activities

Main duties and responsibilities relating to accountabilities identified above.

1.0 General

- Direct and take overall management responsibility for a portfolio of services whose performance delivers against corporate priorities and service plans.
- Lead and direct the work of cross-cutting activities as agreed with the Chief Executive, and to provide support and guidance to those leading these activities.
- Ensure the effective implementation and compliance with legislative requirements and policy, including timely and accurate advice to Elected Members, the Council and its Committees and Corporate Management.
- Develop and maintain effective working relationships with Elected Members.
- Ensure the efficient and effective management of resources to achieve corporate and service priorities within agreed resources.
- Ensure that the Council's performance management framework is used to recognise good performance and to tackle under performance.
- Take overall responsibility for evaluating, reviewing and reporting on the performance of the portfolio of services, ensuring that they meet clearly defined objectives and performance targets.
- Determine the structures, roles and processes required to deliver services in line with corporate priorities and ensure that appropriately skilled and motivated resources are deployed so that corporate and service objectives are met.
- Lead and support change, and promote and embed a culture of learning and innovation, responding to the needs of service users and customers, in order to drive continuous improvement in service delivery.
- Promote and embed a culture of commercial awareness, ensuring that services develop the acumen to identify and develop income generating opportunities.
- Manage relationships with external partners and agencies to enhance the Council's performance, reputation and image.
- Represent the Council on formal occasions, undertaking as necessary reasonable civic duties.
- Be accountable for ensuring equality of opportunity in service provision and employment practices.

2.0	<p>Harrogate Convention Centre</p> <ul style="list-style-type: none"> • To communicate and promote HCC's vision, values, priorities and objectives to staff and prospective users. • To negotiate with existing and prospective clients in order to maximise lettings and other income and the usage of all of the HIC's conference and exhibition venues. • Prepare, review and deliver a business strategy for the HCC conference and exhibition business, ensuring that the business model remains competitive. • Ensure strong business acumen skills exist amongst sales and event delivery staff. • To develop and maintain marketing strategies to maximise the potential of HCC as a business tourism destination through new and existing clients. • To contribute to the success of the business tourism within the district in conjunction with other organisations through jointly promoting and marketing the Harrogate District as a tourism destination. • To be accountable to the Council for financial performance measured against objectives and financial parameters and to provide the Board with an up-to-date information on business strategy and performance and financial data. • To monitor bookings taken for the various HCC venues and to take corrective action when and where appropriate in order to maximise occupancy of all premises. • To manage the HIC facilities and to ensure that the level of services provided to clients and visitors is of the highest order to maintain the HCC's reputation as one of the country's leading business tourism destinations. • To develop and maintain effective relationships with the HCC Board, council officers and councillors, as well as external stakeholders in order to ensure that the priorities and objectives of HCC are met. • To ensure that effective procedures and controls exist to maintain strong financial management and highest standards of probity. • To create a performance and target driven culture within Harrogate International Centre. • To develop a culture within Harrogate Convention Centre where all employees promote the Centre. • To develop a network of professional contacts and attends industry networking events. • Has responsibility for establishing, developing, monitoring and reviewing Harrogate Convention Centre's health and safety policy, ensuring that the arrangements are in place for the delivery of safe events.
3.0	<ul style="list-style-type: none"> • This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out any other duties as directed by the Chief Executive which are commensurate with the level of the post. • The key accountabilities outlined in the job description will be supplemented by annual key objectives which will be developed and reviewed with the postholder as part of the annual appraisal process.