

JOB DESCRIPTION

JOB TITLE:	Venue & Events Manager	REFERENCE:	VE0921
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OVERALL PURPOSE OF THE ROLE:

To provide excellent customer service, duty management, and sales support for the year-round programme of Live Music, Theatre, Cinema, Festivals, Creative Learning, Hospitality and Venue Hire at Brewery Arts.

DUTIES

Venue & Events Management

- Carry out front of house venue management shifts, being the primary point-of-contact for visitors when on duty and supervising events staff and volunteers, leading by example to ensure the highest standards of customer care and professionalism are met.
- Meet and greet visitors when on shift, help with enquiries, scan customer e-tickets, assist with ticket sales and ensure the smooth flow of people through the venue, liaising closely with technical and hospitality staff to ensure events run smoothly.
- Lock and unlock the building as required, carrying out venue checks before, during and after activities, and basic housekeeping in the auditoria between shows/screenings to ensure excellent standards of safety and presentation.
- Provide efficient and friendly assistance to visitors with disabilities, ensuring access to wheelchair bays, provision of headphones for audio-description, use of in-house wheelchairs, and managing evacuation procedures for access customers.
- Manage fire safety, first aid, and security issues when on duty, leading emergency evacuations and calling emergency services as necessary, adhering to the Venue Management Procedures and the Health and Safety Policy.
- Work with the Site Manager to ensure all rooms are appropriately prepared for hires and classes, including moving tables and chairs if required in the absence of the Site Manager.

Administration and Sales

- Produce the events staff and volunteer's rota, working with programming, technical, sales and hospitality teams to identify staff requirements, liaising with events staff and volunteers, allocating shifts and preparing event plans, briefings and post-event reports.
- Support the sales team by carrying out ticket sales and handling customer enquiries on the phone, by email and in person, using Spektrix ticketing system (training provided).
- Actively promote venue hire in collaboration with the sales team, managing enquiries, site visits and bookings for events such as meetings, conferences, private screenings, and parties.
- Attend regular staff meetings and event planning/production meetings to gain information about upcoming events from Programme Managers.

- Carry out cashing up and secure receipts in relation to programme and merchandise sales as required.

General

- Receive training in cinema projection equipment and software, powering the equipment on/off in the absence of a technician, and dealing with basic troubleshooting if required, with support from technical staff.
- Receive training in basic bar work, to help serve customers at busy times if required by the Hospitality Manager.
- Represent Brewery Arts in the absence of any member of the Senior Management Team.
- Be aware of the programme, products and services provided by Brewery Arts to promote all areas to our customers and maximise sales opportunities.
- To support the aims, objectives, and values of Brewery Arts, internally and externally. In particular, to work to ensure a welcoming and inclusive environment for everyone including underrepresented communities.
- Carry out any reasonable tasks required by the Senior Management Team.

This list is not exhaustive, and you may be required to undertake different tasks as necessary to meet the needs of the business.

PERSON SPECIFICATION

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Who we're looking for: We welcome applications from anyone over the age of 18 who can demonstrate how they meet the criteria for the role. We especially welcome and encourage applications from people with backgrounds currently underrepresented in our organisation, particularly those who are Black, Brown or minoritised, who are LGBTQ+, or who are disabled. If you would like the selection panel to know you are from a background currently underrepresented at Brewery Arts, please tell us in your Personal Statement in the Job Application Form.

QUALIFICATIONS & WORK EXPERIENCE	
• Experience of working in a customer focused environment with responsibility for delivering excellent customer service	• Essential
• Experience of supervising staff and/or volunteers	• Essential
• Experience of working in a cinema, theatre, or music venue	• Desirable
• Working knowledge of Health & Safety issues relating to public spaces	• Desirable
• Experience of using ticket sales systems such as Spektrix	• Desirable
• Experience of using a venue management system such as Yesplan	• Desirable
SKILLS	
• Excellent communication skills	• Essential
• Excellent telephone manner	• Essential
• Excellent organisational skills	• Essential
• Excellent administration skills	• Essential
• Competent in the use of Microsoft Office Word, Excel and Outlook	• Essential
• High levels of accuracy and attention to detail	• Essential
PERSONAL QUALITIES	
• Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally	• Essential
• Commitment to personal and professional development with a willingness to learn new skills	• Essential
• Ability to work well on own initiative and co-operatively as part of a team	• Essential
• Ability to be flexible and respond to changing situations	• Essential
• Ability to maintain high levels of enthusiasm and reacting to fluctuations in demands by 'stepping up' when busy and being self-motivated during quieter times	• Essential
• Excellent time keeping, conscientious and punctual	• Essential
• Smart personal appearance	• Essential
• Enthusiasm for working in a live arts venue and in hospitality	• Essential
OTHER REQUIREMENTS	
• Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends	• Essential
• The role is physically demanding with a need to be able to lift and move objects	• Essential
• SIA trained or willingness to do	• Essential
• Disclosure & Barring Service (DBS) Basic check or willingness for Brewery Arts to obtain one	• Essential
• First Aid certificate or willingness to obtain one through Brewery Arts	• Essential

TERMS & CONDITIONS

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Contract:	Permanent
Pay:	£23,000 per annum
Hours:	40 hours per week (excluding lunch breaks) Evenings and weekends essential No overtime is payable. TOIL will be accrued if more than 40hrs worked in a week, subject to prior agreement with line manager.
Holiday Entitlement:	Permanent - 6 weeks' holiday per annum, rising to 7 weeks after 3 years' continuous service Entitlement is inclusive of fixed days (currently Christmas Day, New Year's Day and another date in January to be announced each year). Other bank holidays are considered normal working days; therefore, they are not in addition to annual leave entitlement
Pension:	The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008. Depending on your age and earnings, you may automatically be entered into the Group Personal Pension Plan and contributions are matched by the company in line with the regulations.
Discretionary Benefits:	<ul style="list-style-type: none"> • Complimentary tickets for events and cinema for staff + one can be requested (conditions apply and if the event sells out complimentary tickets are not available). • Discount on food in our catering outlets for staff + one. • A parking permit is given to staff to be used while at work.
Age Limitation:	Role holder must be 18 due to selling of alcohol
Reports to:	Head of HR & Operations
Responsible for:	Events Volunteers (and Venue & Events Supervisors/Sales Administrators during shifts)
Notice Period:	4 weeks
Union:	An agreement governing pay and terms and conditions of employment exists between the Kendal Brewery Arts Centre Trust Ltd and the Broadcasting, Entertainment, Communications and Theatre Union, and provides for the settlement of disputes between workers and management. One of its provisions is the agreement by management to recommend non-union members to join.