

JOB DESCRIPTION

JOB TITLE:	Venue and Events Supervisor	REFERENCE:	VE0522
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OVERALL PURPOSE OF THE ROLE:

To work with the whole Brewery Arts team to ensure all our customers receive a friendly welcome and have a fantastic and safe visit in a clean and secure environment.

Venue & Events Supervisors predominantly work on our programme of live music, theatre, cinema, festivals, and venue hires but are ready to turn their hand to anything that needs doing to ensure our visitors have a great experience and everyone is safe.

MAIN TASKS

The role holder is required to:

Customer Service

- Provide exceptional customer service, being the helpful, friendly, and professional face of Brewery Arts
- Meet and greet all customers to Brewery Arts and help with enquiries, scan customer e-tickets and assist with ticket purchases
- Be aware of the products and services provided by Brewery Arts to promote all areas to our customers and maximise sales opportunities

Duty Management - Cinema Screenings, Hires, Events

- Duty Manage live events, setting up the venue so that all front of house/projection equipment and spaces are ready to receive our customers
- Troubleshoot basic projection and technical issues
- Brief, coordinate and support our cohort of volunteers
- Support artists, when required, with the selling of Merchandise at events
- Manage que control and capacity management
- Oversee venues and activity, ensuring all is running smoothly and any issues are dealt with quickly and effectively, utilising external security when on site and/or calling emergency services if necessary.
- Have regular and effective communication with all departments to ensure all team leaders are aware of activity and issues
- Ensure all closing-down procedures are completed
- Complete and file all required paperwork to confirm checks have been completed and procedures followed

Venue

- Set up rooms, when necessary, including putting up chairs, tables and equipment
- Ensure that all areas are clean and welcoming environments, carrying out general housekeeping inside and out while shows are running

- Carry out fire and general safety checks prior to opening building
- Clean auditoriums between shows/screenings and ensure event spaces are cleared afterwards which includes clearing rubbish and putting down tables and chairs
- Assist other departments as and when required
- Ensure all licencing requirements are met in line with our Venue Management Policy
- Adhere to opening up/closing down and mid shift procedures communicating any problems
- Assist with fire evacuations, making sure you are always up to date with latest procedures
- Unlocking and locking the building

Sales Support

- Support event and hire admin and activity
- Carry out sales admin tasks on ticketing system (Spektrix)
- Check sales emails, reply and action when on duty
- Deal with phone enquiries during your shift and check voicemails at the beginning and end of a shift
- Be the key Brewery Arts representative in the foyer and cinema foyer

Everything we do should have the overall aim of ensuring the Brewery Arts, Vision, Mission and Values are achieved.

This list is not exhaustive. The organisation is changing all the time and your duties may be amended. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.

PERSON SPECIFICATION

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We welcome and encourage applications from anyone 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	• Desirable
• Working knowledge of Health & Safety issues relating to public spaces.	• Desirable
SKILLS	
• Excellent communication skills	• Essential
• Excellent telephone manner	• Essential
• Excellent organisational skills	• Essential
• Excellent problem solving skills	•
• 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
• Confident with the ability to deal with conflict or difficult situations when necessary	• 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
• An interest in the arts and/or film/hospitality.	• Essential
OTHER REQUIREMENTS	
• Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends.	• Essential
• Physical ability to set up and take down room set ups including tables and chairs	• Essential
• Fire Marshal knowledge*	• Essential
• First Aid at Work qualification*	• Essential
• SIA (Security Industry Authority) qualification and licence*	• Essential

*Full training will be provided

TERMS & CONDITIONS

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Contract:	Permanent
Pay:	£21,216 per annum pro-rata (£10.20 per hour)
Hours:	Average 16 hours per week working at least two evenings per week. Evenings and weekends essential Cover for colleague's holiday and sickness required and for specific events and festivals
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.
Reports to:	Venue & Events Manager
Responsible for:	Volunteers on duty
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.