

JOB DESCRIPTION

JOB TITLE:	Venue & Events Supervisor	REFERENCE:	VE0725
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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 Box Office, 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 & Box Office

1. Deliver exceptional customer service, being the helpful, friendly, and professional face of Brewery Arts
2. Meet and greet all customers to Brewery Arts and help with enquiries and assist with ticket purchases
3. Be aware of the products and services provided by Brewery Arts to promote all areas to our customers and maximise sales opportunities
4. Provide efficient and friendly assistance to visitors with disabilities, removing or reducing barriers to customer experience where possible and assisting with evacuation when required.
5. Be a proactive member of 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)

Duty Management - Cinema Screenings, Hires, Events

6. Carry out the role of Duty Manager, when on shift, ensuring all the site is welcoming and safe, dealing with issues that arise in a calm efficient manner
7. Duty Manage live events, setting up the venue so that all spaces are ready to receive our customers
8. Support Venue Hires by opening, closing, setting up and regularly monitoring as required by the HR & Operations Manager
9. Set up projection and basic technical equipment and troubleshoot issues
10. Coordinate, brief and support our Venue & Event volunteers
11. Support artists, when required, with the selling of merchandise at events
12. Manage queue control, capacity management and paid cloakroom.

13. Oversee venues and activity, ensuring all is running smoothly and any issues are dealt with quickly and effectively
14. Manage fire safety, first aid, and security issues when on duty, leading emergency evacuations, carrying out or coordinating first aid and calling emergency services as necessary, adhering to the Venue Management Procedures and the Health and Safety Policy
15. Have regular and effective communication with all departments to ensure all team leaders are aware of activity and issues
16. Ensure all closing-down procedures are completed
17. Complete and file all required paperwork to confirm checks have been completed and procedures followed
18. Carry out cashing up and secure receipts in relation to general sales, programmes and merchandise sales.

Venue

19. Utilise systems such as the Building Management System to control/amend heating times and CCTV to monitor the site
20. Set up rooms, when necessary, including putting up chairs, tables and equipment
21. Carry out fire and general safety checks prior to opening event spaces
22. Ensure that all areas are clean and welcoming environments, carrying out general housekeeping and clearing spaces after events including rubbish, tables and chairs
23. Deal with urgent venue issues, seeking support from internal and/or external resources
24. Assist other departments as and when required
25. Ensure all licencing requirements are met in line with our Venue Management Policy
26. Adhere to opening up/closing down and mid shift procedures communicating any problems
27. Unlocking and locking the building

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	• Essential
• Experience of supervising staff/volunteers	• Desirable
• Experience of working in a public events setting	• Desirable
• Working knowledge of Health & Safety issues in public venues	• Desirable
• Experience of using ticketing systems (Spektrix) and/or venue management systems (Yesplan)	• Desirable
SKILLS	
• Excellent communication skills (verbal and written)	• Essential
• Excellent organisational and administrative skills	• Essential
• Good problem solving skills	• Essential
• Competent in the use of Microsoft Office Word, Excel and Outlook	• Essential
• Strong numeracy skills and 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	• Desirable
• First Aid at Work qualification (training can be provided)	• Essential

TERMS & CONDITIONS

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Contract:	Permanent
Pay:	£12.87 per hour (£26,769.60 FTE)
Hours:	16hrs per week with evenings and weekends essential
Reports to:	Senior Venue & Events Manager
Responsible for:	Volunteers on shift
Age Limitation:	Due to licensing laws the role holder must be over 18
Notice Period:	4 weeks
Holiday Entitlement:	<p>Permanent - 6 weeks' holiday per annum, rising to 7 weeks after 3 years' continuous service</p> <p>Entitlement is inclusive of compulsory closure days announced each year. Other bank holidays are considered normal working days; therefore, they are not in addition to annual leave entitlement.</p>
Pension:	<p>The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008.</p> <p>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.</p>
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.
Union:	<p>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.</p>