



THE GUILDHALL TRUST

TITLE: Venue Manager

DEPARTMENT: Operations

RESPONSIBLE TO: Operations Manager

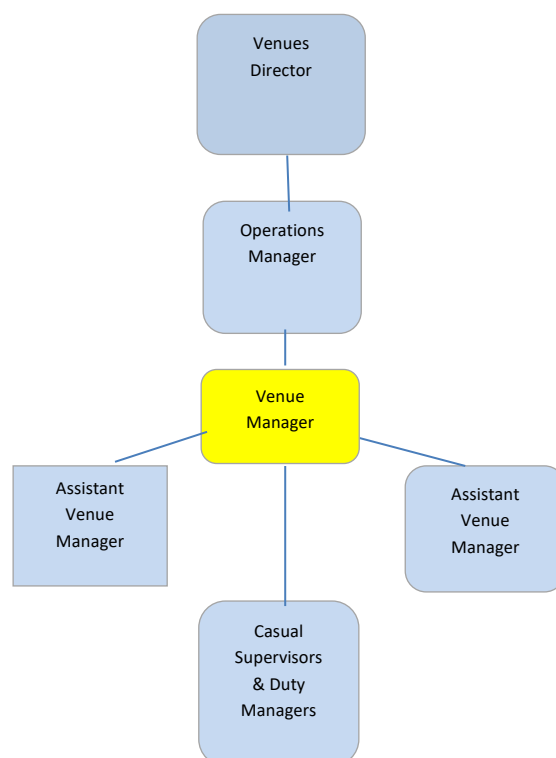
HOURS: 40hr per week

PAY: £29,000 per annum

Purpose of Job

Working alongside the Operations Manager to; promote, co-ordinate and supervise the operations department, in areas operated by the Guildhall Trust at the **White Rock Theatre**. This role shall include the operating & delivery of the of Concerts, events, catering and any other evening or daytime activity. Overseeing the people management of the Assistant venue managers and casual team. Whilst facilitating the back of house functions of these areas as well as overseeing the staff deployment.

Organisation Chart



Principal Responsibilities:

1a	To work with the Operations Manager to identify and implement any new areas of business likely to enhance the profitability of the The White Rock Theatre. To work with the General Operations Manager to ensure a constructive and detailed input is given to the budget setting and forecast preparations covering hire rates and business growth and development.	90%
1b	To be part of the White Rock Senior Management team, undertaking responsibilities to ensure the smooth and safe operation of concerts & events as directed by the Operations Manager. To support the Operations Manager to create a strong team ethic and to thereby maximise sales resulting in a first class customer service ethos. This role requires an ability to work closely and confidently with the Venue Duty Manager's & sub-contracted security co-ordinator ensuring that they are properly briefed and prepared for events.	
1c	To reconcile income in accordance with The Guildhall Trust's reconciliation procedures and provide a daily analysis of food and beverage income to finance. To manage the epos till system to ensure accurate recording of information for KPIs. To assist accounts team with banking queries	
1d	To assist in delivering an in-house training programme to staff with regards to service standards and licensing legislation and to ensure all new starters receive an appropriate induction. To ensure all colleagues are aware of service standards and receive adequate training to enable them to always deliver an excellent service.	
1e	Ensure all concerts & events adhere to relevant legislation and licensing condition including but not limited to Health & Safety regulations, HACCP Control, public Entertainment Licence and Disability Discrimination Act	
1f	To take a lead role in the supervision of the Concert Operation & bars for events, including all hospitality areas, as well as to ensure the smooth operation of these events.	
1g	To be responsible for the provision of excellent bars & secondary spend outlets, ensuring a good range of stock that is expertly displayed and priced. To assist in the responsibility for stock control ensuring stock levels are monitored and waste is kept to a minimum. To ensure prices are regularly reviewed to ensure the cost of sale percentage and gross margin is achieved within budget and to assist the operations manager with monthly stocktakes	
1h	To understand & be able to oversee all operational areas including assisting with the ticketing department when required & in the absence of the Ticketing Supervisor..	
2	To work flexibly across the venue as and when required, to support operational efficiency and cost saving. To be available for training and development to meet the needs of the business.	Up to 10% across a year.

Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the wider business. This will include evening, weekend & Bank holiday work.

Location

The post holder will be located at the White Rock Theatre in Hastings. You may be required to work on external events should the need arise.

Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Attribute	Essential	Desirable
Experience	<p>Demonstrable experience of operating a large-scale venue that includes hospitality elements.</p> <p>Demonstrable experience of working within an operation managed through budgets and KPI's.</p> <p>Demonstrable experience of managing an operational team</p> <p>Knowledge of EPOS systems</p>	<p>Previous experience in working in a customer facing environment with high standard of customer service.</p> <p>Experience of theatre & venue operations</p>
Skill/ Abilities	<p>Able to develop a strong customer focused approach throughout the operation.</p> <p>Able to train, develop and to motivate staff, installing values and a sense of 'best practice'.</p> <p>Excellent communication skills, both written and oral.</p> <p>An ability to tackle and resolve difficult situations with both customers and colleagues.</p>	<p>NVQ qualification in hospitality or theatre management.</p> <p>Skilled at evaluation and improving an operation with a view to maximising profit and improving the image of the operation.</p>
Education & training	<p>Demonstrable IT skills, including the use of Microsoft Office software packages, as well as internet and intranet experience.</p>	<p>Emergency First aid at work</p> <p>SIA licence holder</p> <p>NEBOSH general safety</p> <p>Essential Food Hygiene</p> <p>IOSH managing safely or equivalent.</p> <p>Personal licence holder BIIAB</p>