

Job description



Venue Manager	
Immediate team	Commercial & Operations
Service team	Community Services and Arts
Line manager's job title	Operations Director
Number of direct reports	3
Salary and grade	£29687 Grade 5
Duration of role	Permanent
Hours per week	37
Location	Cornerstone, Didcot, Oxfordshire
Employing council	SODC
Probationary period	Six months
Notice period	One month
Annualised hours apply	Yes
DBS check required	Yes
Date job description updated	June 2019

About the role and what we're looking for

This is an exciting opportunity for a highly organised and enthusiastic front of house manager with strong communication, inter-personal and people management skills. The venue manager is responsible for the front of house management team, room hires and building maintenance at this busy arts centre. The successful candidate will be expected to act as duty manager and run a motivated, efficient and highly professional front of house team whose work aligns with the values and ambitions of the business. They will co-ordinate communications and information flow between other service departments by working closely with the technical co-ordinator, café manager and box office team to ensure all users of Cornerstone enjoy a safe and excellent experience .

Main duties and responsibilities

Duty Management

- To act as principal duty manager for the organisation on a rota system with the events duty manager and part time duty manager. This will include working every other weekend and regular evening and daytimes across the week.
- To maintain a high level of visibility when acting as duty manager including being primary point of contact for the public accessing the arts centre and acting with the highest standard of customer care
- To oversee the staff on duty including the box office, café staff and tutors to ensure that they all work in line with the arts centre's operating procedures and legislative requirements and customer service standards.
- To ensure timely and efficient box office sales when on duty and cover for the box office breaks when on duty



- To oversee box office programme and merchandise sales when on duty including having responsibility for floats and cashing up tills including the café bar.
- To carry out fire safety and health and safety checks, evacuation training sessions both front and back of house in accordance with the arts centre's systems and procedures and to ensure a safe environment for all users.
- To ensure that all areas of the building are clean and clear at all times and all escape routes are fully accessible
- To ensure the timely, effective and safe delivery of performances

Operational

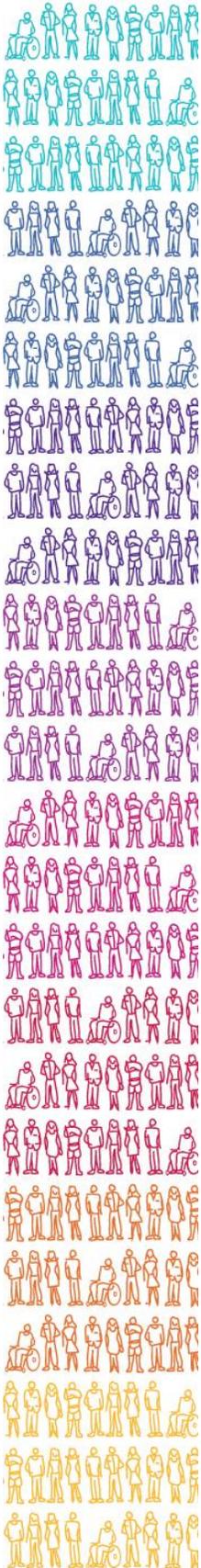
- To line manager the full time and part time duty manager and part time building caretaker. This includes being responsible for their recruitment, training, and appraisals and ensuring that their behaviour, conduct and appearance is appropriate at all times.
- To be responsible for the duty management rota and oversee the volunteer rota's compiled by the events duty manager and to liaise with the café manager, box office and technical co-ordinator to ensure that the building is sufficiently staffed at all times.
- To ensure that all staff at Cornerstone, including the café staff, receive timely inductions in health and safety and customer service.
- To ensure the facilitation of excellent communication within the team and between their team and the rest of the Cornerstone staff.
- To ensure that all events including conferences and outdoor events are carefully planned and carried out, that all health and safety, fire and licensing regulations are adhered to and relevant colleagues are briefed.
- To set up rooms and spaces for meetings and events and to ensure that at all times the building is set to the highest standards and all events are run to the highest customer service standards.
- To oversee building usage including overseeing the room booking system with the events duty manager and liaising with team members in the case of prospective clashes

Hires

- To help manage the day to day delivery of the hires business.
- To form part of the hires team responding to enquiries, giving tours to prospective clients, scheduling and attending client and team meetings, keep the hires database up to date, issue contracts, ensure that all billing is up to date and accurate and to be responsible for the logistical planning for all meetings and conferences including effective communication with other relevant team members.

Building Management

- To lead on day to day building maintenance and repairs, both preventative and reactive, with the part time duty manager and in the case of backstage equipment, the technical co-ordinator.
- To procure and manage the programme of contractor work with the



assistance of the part time duty manager. This includes ensuring that regulatory inspections are up to date and in-house testing is completed in a timely manner.

- To oversee the cleaning contract.
- To ensure the security of the arts centre and its resources at all times including the management of security contracts and procedures and being an emergency key holder.
- To ensure that at all times, Cornerstone maintains the highest standards of safety, presentation and cleanliness.

Health and Safety & Licensing

- To ensure the safe day-to-day operation of the arts centre including the management of building usage, front of house staff and volunteers and contractors, in line with all appropriate legislation, policies and procedures.
- To ensure that all policies, procedures and risk assessments are both disseminated effectively to staff and adhered to at all times.
- To co-ordinate the induction and training in health and safety, emergency procedures and general building awareness of all cornerstone staff.
- To update existing risk assessments, policies and procedures and to assist with periodic reviews of these, under the supervision of the operations director.
- To be fully conversant with the conditions attached to the arts centres operating licences including the premises licence and to ensure that these are current and strictly adhered to.
- To act as premises licence holder/ DPS
- To maintain first aid cover amongst staff through regular training and refresher courses in order to ensure that a first aider is on duty at all times performance and that the first aid boxes are kept stocked and available.

This is an active duty management position where the post holders time is divided between duty management and desk work. The post holder will require great time management skills and will thrive in a busy environment.

The duties may vary from time to time without changing the nature of the post or the level of responsibility and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About you

Your skills, knowledge and experience

- At least one year's experience in a similar role in an arts venue or theatre would be advantageous
- At least one years duty / house management experience in a theatre or performing arts building.
- Experience of building management, managing contractors,



obtaining quotes and ensuring best value for money.

- Experience and thorough working knowledge of health and safety, fire safety, licensing for public buildings and arts venues.
- Experience of line managing staff.
- Experience of delivering and administering room hires and conferencing would be advantageous
- Strong organisational skills
- Excellent customer service skills
- Aptitude for short and long term logistical planning and a keen eye for detail.
- Strong verbal and written communication skills.
- Great interpersonal and communication skills and strong people management skills

Your qualifications

- 3 'A' levels or equivalent.
- A degree would be desirable but is not essential.
- First aid in the workplace is desirable as is being a personal licence holder

Your style and behaviours

Your approach at work needs to mirror our vision and values which are detailed below. In particular, for this role, the following points are required:

- A passion for the arts and creativity
- A desire to help put Cornerstone on the cultural map and to set the standard for excellence in the visitor experience.
- A love for working with people and working as a manager.

About us



Our vision and values are important to the councils and we expect you to support them and embed them in the way we work.



Our vision

We are seen as being customer-focused, approachable and business-like. We are honest and open and are renowned for providing high quality cost effective services.

Our values

- We act with integrity and show respect
- We are all accountable
- We are passionate about our business
- We strive for simplicity
- We love success

The benefits we offer

- A basic 23 days **annual leave** per annum, rising to 28 days after five years. You also have all the bank holidays to look forward.
- **Flexible working and annualised hours** – a flexible approach to work that our employees love!
- **Salary pay awards** – most jobs give scope for a pay increase after six months or the following April (depending on your start date) and we also review salaries each April.
- A generous career average **pension** scheme which includes life insurance of three times your salary
- No car park costs as there's ample **free parking**
- A **childcare voucher** scheme which parents appreciate
- The opportunity to **purchase a bike** through Cyclescheme (cheaper than directly through a store) so that you can cycle to work!
- A salary sacrifice **car lease scheme** – a fully inclusive driving package for a fixed monthly cost
- Various schemes to **keep you healthy** (reduced gym membership, free swims, workplace exercise classes, contributory medical schemes, wellbeing appointments, free eye tests for DSE users and more)
- We give you two days per year to **volunteer** within the local community.

How to apply

Having read about our role if you have any questions please contact

Louise Birt on 01235 515132 or email louise.birt@southoxon.gov.uk

If this job excites you please complete our online application at www.southoxon.gov.uk/jobs. We look forward to hearing from you.

