

Job Title	Venue Manager
Job Family	Visitor, Business and Economy
Service Area	Service Delivery
Band	4
Job Reference	

Reporting to:	Responsible for :
Business Manager	House Keeper Cleaner Casual Cleaner

Team Purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and Berry Theatres are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

The role is responsible for the successful sales and delivery of hires and lettings as well as the day to day operational management of The Point & The Berry Theatre & West Wing; ensuring buildings are safe and fit for purpose. Liaising with the Facilities, Property Services and Health & Safety Teams, this role will take a lead in maintaining the buildings and ensuring that all activity is well planned and executed to a high standard.

Key Accountabilities

Our buildings

- Working closely with the Facilities-Service Delivery teams to manage effective and timely short and medium term provision of maintenance.
- Liaising with the Facilities –Service Delivery Teams to develop and manage a rolling programme of maintenance and refurbishment.

Compliance

- Working closely with the EBC Health & Safety team to ensure the safety of staff, buildings and equipment relating to programmed activity including those taking place outside The Point & The Berry Theatre ensuring compliance with relevant legislation.
- Work with the Business Manager to ensure that all Health & Safety checks & documentation including risk assessments are up to date
- Create and maintain effective policies and guidelines for events, ensuring agreed processes are communicated and adhered to by internal and external partners.
- Ensure compliance with all statutory EBC policies.

Management of resources & reporting

- Working closely with other colleagues to manage The Point & the Berry theatre's events diary ensuring the use of venue spaces is maximised to successfully deliver both external venue hire and internal events.
- Plan the use of resources including furniture, audio visual and IT, cleaning, catering and other supplies to ensure all events can be delivered to the agreed standard and budget.
- Monitor sales and invoicing process to ensure accurate financial management and reporting.
- Provide monthly reports and analysis on new enquiries, provisional/confirmed bookings
- Prepare monthly financial reports including forecast submissions and progress towards KPI's focusing on Facilities and external hires/commercial lettings.
- Participate in the formulation of pricing models for events, taking into account all risks and liabilities to ensure profitability and customer value

Commercial

- Working with the Business Manager to develop a series of commercial events & initiatives designed to generate income.
- Promptly follow up hire and room lettings sales leads and enquiries, handle negotiations, provide quote and issue contracts ensuring all documentation is documented.
- Work with internal and external caterers to create event packages for external hires.
- Ensure an event client database is maintained within the CRM or events management system in compliance with data protection.
- Establish, maintain, develop and promote relationships with local and regional venue finding organisations, corporate clients, creative and local communities.
- Manage site visits for clients, showcasing the venue spaces and services to maximise conversion to sales
- Working with other departments, manage the operation, contracting and administration of Hirer's events and support a Hirer's community forum.
- Develop and manage the administration of all venue bookings and to be responsible for updating the venue events system.

Communication

- Effectively manage relationships with existing and potential clients to provide a first class service and professional experience for the customer encouraging repeat business.
- Build strong relationships with managers and team members promoting a supportive culture based on excellence, professionalism and consistent communication
- Ensure high quality detailed pre-event briefings are carried out before every event to improve product knowledge and service delivery.
- Develop and implement a system of client review, customer feedback and evaluation ensuring follow-up action is taken

Other

- To act as a Fire Warden.
- To act as the day to day contact for all contractors and service providers.
- To share evening/weekend Duty Management as required and to be on the security call out list.
- Act as an ambassador for The Point, The Berry Theatre and Eastleigh Borough Council.
- Deputise for the Business Manager in their absence.

Key Objectives	
Working with customers	Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand.
Working towards the Corporate Plan	Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.
Knowledge of services	Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Ability to quickly learn new systems.

Specific Tasks	
Case Management skills	Able to use internal systems to raise cases and input data
Team work and working with others	Ability to work with a broad range of internal and external teams to forge effective working relationships
Enquiries, reports and service requests	Resolving cases using developed communication techniques.
Processing and administration	Contributing to corporate projects. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Recommending developments to council processes and policies and contribute to the development of service strategy.
Performance	Contribute to the development of performance and quality control KPI's in service delivery.

Qualifications
<p>Educated to relevant degree level (desirable)</p> <p>Experience of building operational management, event management and sales</p>

Knowledge, Skills and Experience
<ul style="list-style-type: none"> • Excellent knowledge and understanding of customer care and the drive to exceed expectations • Good knowledge of budgets and financial planning • Good knowledge of health and safety, checking and reporting

Knowledge, Skills and Experience

- Excellent management and interpersonal skills
- Excellent verbal and written skills with attention to detail
- Record of achieving or exceeding sales and financial targets whilst maintaining margins and quality standards
- Ability to think creatively and anticipate, negotiate and solve problems to ensure the successful running of all venue hire spaces
- Evidence of business acumen and in particular commercial understanding and experience of income generation
- Commitment to Eastleigh Borough Council's values.
- Interest in the arts culture
- This role will require working some unsociable hours for which tie off in lieu will be given for hours worked above contract.

Specialist Knowledge

- Proven experience in a similar role including demonstrable event sales, operation and marketing experience.
- Knowledge of H&S legislation (essential)
- Knowledge of box office, staff scheduling systems (desirable)

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.