

## Combined Venue Manager/Building Supervisor (casual) Job Description

### Background

Goole Town Council's arts and civic centre, Junction, is a mixed use building that offers a wide range of arts and entertainment events and a cinema programme. As well as our own professional programme of small scale touring theatre, music, dance and children's events, the venue is also used by other individuals and organisations for meetings, seminars, workshops and performances. It houses the office base for Goole Town Council, a café bar and rooms for use by community and other groups.

Goole Town Council seeks to recruit a person to cover two distinct roles, those of Building Supervisor and Venue Manager. These two roles cannot be undertaken at the same time but shifts will be allocated that will be for one or the other at different times.

### Job Details

Reporting to the Senior Administrative Assistant, the postholder will be responsible at different times for:

#### 1. Venue Manager

This role involves managing the venue for events. As duty venue manager, you will be required to enforce and adhere to our licensing and fire regulations and will be expected to become familiar with these.

From the time you start duties, you will be the responsible person for the comfort and safety of audiences and other building users, the smooth running of an event both front of house and backstage, liaison with the building's technical staff and visiting performers. You will remain on duty until the last member of the public has left the building and then hand over to the Building Supervisor, who will oversee any remaining authorised personnel within the building and lock up when fully vacated.

You will supervise any venue assistants (volunteers or work experience placements) and be responsible for collecting customers' tickets and monitoring the smooth running of the auditorium. You will also help to monitor the smooth running of the rest of the building, which may have other functions taking place in other rooms.

Should emergency evacuation of the building be necessary, you will lead this according to Council procedures in which you will be trained.

There is a large element of customer care involved, not only with the public but also with visiting performers. You will be proactive in the running of events and may be required to get on stage to introduce some acts, if needed. You are expected to take an active interest in events and report back to the Arts & Leisure Manager on the audience's impressions and opinions. You will also have a responsibility for marketing the venue by, for example, encouraging audiences to sign up to our mailing list and general communication with audience members. Any complaints or difficulties from artists or members of the public will be dealt with by yourself but, apart from authorising ticket refunds according to our policies, you won't have any financial responsibilities.

You would be required to sign up to the Council's Child Protection Policy. In view of the level of responsibility required, postholders will be aged 18 or over.

#### 2. Building Supervisor

This role involves preparation and maintaining the building in a proper state for the activities taking place. From the time you start your duties, you will check what activities are taking place and ensure rooms are suitably prepared. This may involve setting out furniture in function rooms, seating or staging in the auditorium, checking on any catering arrangements from setting out water jugs and glasses to ensuring there

are tables ready for any buffet that may have been booked for a room hirer. You will return furniture to its position and provide initial cleaning when rooms or auditorium are vacated. You will assist with the get-in or get-out for visiting companies, involving loading or unloading of equipment and some of this can be heavy.

You will be responsible for regular monitoring and cleaning of toilets and dealing with any spillage or breakage promptly (the café bar seating area and kitchen is excluded from this).

You will liaise closely with the duty venue manager in the performance of your job until all members of the public have left, when the venue manager leaves.

You will be a key-holder and responsible for locking down all rooms and the building itself, once all others have left the premises. For this reason, late night working can be expected.

You will be responsible for monitoring and assisting members of the public and other staff in the building, helping to ensure the smooth running of all activities. It is possible this could bring you into contact with difficult behaviour, which you would be required to deal with or request assistance from the Venue Manager. You are not expected to provide high-level security, such as dealing with force.

Should emergency evacuation of the building be necessary, you will assist the Venue Manager according to Council procedures in which you will be trained.

You would be required to sign up to the Council's Child Protection Policy and also be a trained first aider. We will provide first aid training if necessary. In view of the level of responsibility required, postholders will be aged 18 or over.

### **What we are looking for:**

We are looking for someone with the following attributes:

**The Arts:** The postholder will be enthusiastic about the arts and committed to making the venue a success.

**Reliability:** You will have a mature approach, be responsible and completely reliable and trustworthy.

**Flexibility:** The leisure industry is at work while others are at play. The hours of work will be irregular and involve mainly evening and weekend work.

**Presentation and self-confidence:** You will be a public face of Junction, interacting closely with all building users. You must therefore be confident, pro-active and helpful in dealing with both the public and efficient in providing services to them and hirers.

**Accessibility:** Junction is intended to provide services to the entire community, reflecting the diversity within that community. You will be expected to undergo disability and diversity awareness training to help us provide a fully inclusive service.

### **Hours of Work**

We wish to appoint to our small pool of staff working during the evenings from 5pm Tuesday to Thursday, 4.30pm Friday and 9am Saturday to close of the building. You should indicate on your application whether there are any times/days you would not expect to be available for work. This is a casual post and hours will be varied but may involve from one to three evenings per week, as required by the pattern of use for the venue. There may be occasional Sunday working. Venue Manager duties may also be required during weekdays.

Duties will be allocated on a month-by-month basis.

### **Wages**

The two roles have different rates of pay: for Venue Manager duties £10.14 per hour and for Building Supervisor duties £9.36 per hour. Wages are payable monthly on submission of timesheets. Holiday pay will be calculated and paid based on the actual hours worked.

## **How to Apply**

Complete the enclosed application form, bearing in mind the skills we are looking for, and return it to Junction, Paradise Place, Goole, DN14 5DL **by midday on Friday 14 June 2019.**

Enclose a stamped, self-addressed envelope if you wish to receive confirmation that your application has arrived safely. You may enclose any supporting material you think appropriate, ensuring each item is marked with your name.

**Interviews will be held on 26 June at Junction. We will let you know if you have been selected for interview. If you have not heard from us by midday on Wednesday 19 June, you should assume you have not been successful.**

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### **Person Specification**

#### **Experience** (specific knowledge required for job)

Experience in dealing with the public – essential

Experience of working on events or in a venue – desirable

Experience of providing cleaning services - desirable

#### **Aptitudes** (abilities required for effective performance)

Well organised – essential

Able to respond quickly to emerging situations – essential

Completely reliable and used to strict timekeeping - essential

Good interpersonal skills – essential

Good listening skills – essential

Flexible on unsocial hours worked – essential

### **Personal Attributes**

Confident and well presented – essential

Interested in the Arts in general – essential