

Venue Manager - 'a space' arts

Gods House Tower – Southampton



Job Description

Overview

Job Title: Venue Manager – God's House Tower

Hours: Full Time - 40 hours per week over 5 out of 7 days (due to the nature of the job occasional evenings and weekends will be required)

Contract period: Full time from June 2019 (subject to 3-month probationary period and satisfactory annual reviews)

Salary: £22- 24K per annum depending upon experience

Location: Based in God's House Tower, Town Quay Road, Southampton, SO14 2NY

Role Summary

A venue manager with experience of running public buildings and delivering commercial operations to meet income targets is required for the new arts and heritage venue God's House Tower (GHT).

The post-holder will be responsible for the day-to-day operation and commercial performance of the new venue with duties including the management of; live events, ticket sales, bookings including corporate hires, catering, merchandise and retail to ensure the venue's income targets are met. The manager will also lead the Front of House staff team, establishing and maintaining high standards of customer service to create an excellent visitor attraction.

The Venue Manager is a key appointment to our staff team and will be the first point of contact for the public at GHT. The manager will work alongside colleagues to deliver GHT's arts and heritage offer with specific responsibilities for delivering commercial activities and operational plans.

It is an exciting time to join the organisation following the award of Arts Council England National Portfolio Status and the imminent opening of GHT, an exciting new arts and heritage venue for Southampton.

Roles and responsibilities

The post holder will:

- Lead the recruitment, induction and training of all Front of House staff to deliver high quality customer services and ensure the venue is appropriately staffed at all times.
- Ensure the venue is prepared for the public and a high quality visitor experience is maintained at all times.
- Work to meet income targets through establishing and delivering a range of commercial activities including:
 - o Events and Hires – overseeing the booking process, managing enquiries, ensuring commercial hires run smoothly and all requests e.g. catering / dietary requirements are met.
 - o Ticket sales - overseeing the booking process including tickets for the Tower exhibition along with in-house and partnership events.
 - o Retail and Merchandise – integrate retail opportunities into the visitor experience and ensure high quality merchandise is available at all times.
 - o Café / Bar – to ensure the venue's catering offer of an outsourced cafe and in-house events bar are effectively delivered.
- Meet targets and monitor KPIs; income from commercial activities (ticket sales, hires, events, etc.) along with monitoring the impact of the venue's cultural offer.
- Work with the Director and staff team to develop and implement new commercial activities that build on a high quality customer experience of the venue.

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- Ensure the range of commercial activities are coordinated, in advance, with GHT's overall programme of arts and heritage exhibitions and events by working closely with colleagues.
- Deliver all commercial events and activities in accordance with the organisation's policies and procedures, including but not limited to safeguarding and health and safety and that high standards of customer service are maintained throughout.
- Prepare regular financial reports showing daily, weekly, monthly, quarterly figures and annual figures for internal use with colleagues, including the Director and Finance Officer, and to attend regular finance meetings.
- Lead on sourcing and managing internships, apprenticeships and to help effectively support the venue and meet the aims of the individuals placed with the organisation.
- Lead on sourcing, training and managing volunteers to help effectively support the venue, communicate the exhibitions, events and activities to the public and meet the aims of the individuals volunteering with the organisation.
- Maintain all statutory requirements and permissions ensuring the venue is compliant with public building legislation, including but not limited to, health and safety, highways and licensing.
- Create and regularly update a building maintenance plan to ensure all on-site equipment, including but not limited to, fire exits, extinguishers, alarm panels and smoke detectors are compliant and maintained along with maintaining accurate incident report logs.
- Immediately address and rectify any day-to-day maintenance issues across the venue and be aware of any defects through regularly inspecting and recording all ongoing maintenance.
- Periodically inspect the historic fabric and update the buildings Conservation Management Plan accordingly.
- To create and maintain the building management plan to ensure the venue is compliant with all access statements, fire evacuation plans and all other statutory or health and safety regulations.
- Establish and maintain relationships with a range of external partners, including local authorities, volunteer organisations, and local commercial suppliers.
- Establish and maintain partnerships with external contractors and suppliers to ensure high quality products are sourced with stock levels across all commercial elements maintained with agreed margins met.
- Support the delivery of community activities at the venue and assist in delivering the organisation's work to broaden audiences and participation.
- To prepare reports for Trustees, external stakeholders, and colleagues for annual business plan reviews, ensuring accuracy at all times and presenting information to easily inform the reader on the performance of income generating activities and all associated costs.
- Work closely with wider GHT and 'a space' arts team to support delivering the wider aims of the organisation.
- Work in accordance at all times with the aims of 'a space' arts and its policies, particularly those for equality, diversity, safeguarding and health and safety.
- Professionally represent the organisation at external events and attend Trustee meetings as required from time to time.
- Undertake any other reasonable duties as requested by the Director.

Person Specification

The ideal candidate will be an enthusiastic, target driven self-starter with experience of managing commercial activities in a heritage, arts or cultural environment. They will be an excellent communicator, able to think creatively in both strategic and tactical terms and be experienced in the development, delivery and management of commercial activities that seek to both support customers and meet the venue's income targets.

This must be backed with good team working, organisational skills, time management and the ability to maximise available resources. Professional experience and a personal interest in arts and heritage would be advantageous.

Experience, skills and knowledge – Essential (E) / Desirable (D)

- Relevant professional experience and/or qualifications in a relevant subject (E)
- 3-years practical experience of venue management at an arts, cultural, or heritage setting and/or in a customer focused role (E)
- Experience in devising, implementing, delivering and evaluating commercial activities in a heritage, arts or cultural venue (E)
- Experience of dealing with the general public and dealing with enquiries, compliments or complaints (E)
- Experience of operating ticketing systems and running tickets events (E)
- Ability to deliver agreed outputs and targets to deadlines and budget (E)
- Flexible and adaptable in their approach to venue and staff management (E)
- Excellent IT and communication skills (E)
- Self-starter with good organisational skills (E)
- An understanding of working within a heritage building and/or tourist attraction (D)
- Knowledge of good practice and policies for commercial activities within a historic setting and/or public venue (D)
- Experience of working as part of a small professional team (D)
- Knowledge of Mac based operating systems (D)
- Experience of working with volunteers and charitable not-for-profit organisations (D)
- An interest in historic buildings and the arts (D)

Reporting

The post holder will report directly to the Director of 'a space' and through this line management be accountable to the Board of Trustees. The post holder will be required to pass a 3-month probation period, attend a monthly 1-to-1 session with the Director, attend bi-monthly Trustee meetings (upon request) and pass an annual review.

The post holder will be responsible for managing a team of Front of House staff, volunteers and placements.

Flexible working

A weekly working pattern of 5 out of 7 days will be mutually agreed around the needs of the business and commercial activities as some evenings and weekends will be required. The post holder will be based at the 'a space' offices and GHT.

No overtime is paid but time off in lieu will be honoured.

Background - the vision of GHT

Our vision for GHT is to firstly reopen the site and to provide new learning and participation opportunities through the exhibitions programme and linked events. GHT will host an inclusive and progressive cultural programme, allowing heritage to inspire the arts and the arts to interpret the spaces in new and interesting ways.

We want to offer all visitors the chance to better understand this important part of our local

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and national heritage by engaging our local communities and city visitors along with creating opportunities for volunteering and inspire lifelong learning.

We believe that the restoration of GHT will be a catalyst in the cultural future of the Old Town and will become a visitor attraction for those approaching Southampton from the cruise terminal.

About 'a space' arts

The organisation provides opportunities for emerging artists to develop their careers and for audiences in Southampton and the surrounding regions to engage with high quality arts and heritage experiences.

Since 2000 we have developed and managed a project portfolio to achieve our aims, including the Northam Road Gallery, the Bargate Monument Gallery, ArtVaults, the Arches Studios, Tower House and the Sorting Office.

In 2017 we were awarded Arts Council National Portfolio Organisation status and will be delivering a range of new projects across the next four years to complement GHT.

For further information please see - www.aspacearts.org.uk

Contact

For further information please contact dan@spacearts.org.uk or call 023 80 338 778

Recruitment timetable

- Closing date (at 17:00) - 10/05/19
- Shortlisting - 13/05/19
- Invitations to interviews - 14/05/19
- Interviews - 21/05/19
- Decision - 23/05/19
- References - ASAP
- Offer and acceptance of appointment - ASAP
- Start date - June 2019 (date dependent on selected candidates notice period)

Application process

Applicants should apply via email to dan@spacearts.org.uk by sending an up to date CV along with a covering letter outlining their suitability for the role.

Interviews will be held in Southampton, at GHT or nearby venue (TBC) on 21/05/19 - please note the interview date is non-negotiable.



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