



## **SOUTHEND VENUES LTD**

**Cliffs Pavilion**

**Palace Theatre**

## **Post of**

## **VENUE DIRECTOR, Southend Theatres Ltd**

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### **JOB DESCRIPTION**

#### **PURPOSES OF THE POST**

- The Venue Director is responsible for developing and implementing HQT&H's vision, policies, and targets for the whole Southend operation, so as to maintain and develop its recognition as a centre of excellence in the provision of the performing arts, entertainment and hospitality.
- The Venue Director will provide strong leadership of the professional team, so as to optimise the contribution of individual staff members and of teams to sustained and sustainable business growth in conjunction with the achievement of agreed business, artistic, attendance and service targets.
- The Director will be HQT&H's main point of contact with Southend-on-Sea Borough Council and will be responsible for ensuring that relationships with the Council, and with all relevant local interests, groups, individuals, and organisations are harmonious and creative, and contribute to the achievement of the vision, policies and targets.

## ACCOUNTABILITIES

The Venue Director of Southend Venues reports to HQT&H's Chief Executive and is accountable for the following:

- In consultation with HQT&H's senior personnel, development of annual operating budgets, and of an annual Business Plan, so as to ensure sustainable business growth, maximising profitability of both Venue / entertainment and hospitality operations;
- The achievement of agreed income, expenditure and profit targets for all aspects of the business; attendance targets; and customer service targets;
- Support the Programming Director in the arrangement of a programme of productions, events and activities (venue / entertainment and hospitality) which will be attractive to audiences and potential audiences, and on terms which will make sustained business growth possible, and will support the achievement of business targets;
- Timely and accurate contracting of all events, performances and activities in line with HQT&H's policies, so as to protect the interests of Southend Theatre's and HQT&H;
- Development, in conjunction with the Marketing Manager (and others as appropriate) of marketing strategies which make possible the achievement of attendance and business targets (for venue / entertainment programme and for hospitality).
- Monthly internal analysis with the local management team of all results against business, financial and attendance targets, in order to agree strategies and plans as necessary to secure achievement of, and improvement on, agreed targets;
- With the management team, agreement of internal business, attendance and service activities, designed to lead to achievement of budget targets;
- Production of monthly Notes to Accounts, in order to give to the HQT&H Board of Directors a clear picture of the actual and predicted performance against profit targets;
- Leadership of the Southend Venues staff team, so that all staff members are aware of the vision, key strategies, and achieve performance against targets (business, financial, attendance, service, and community engagement), and that they are motivated, skilled and engaged so as to make excellent individual and team contributions to sustainable development.
- Monitoring of the performance of all members of the local management team against agreed *personal* business, attendance and service targets, and agreement with individual managers as to measures necessary for achievement of agreed targets, and management of their implementation;

- Achievement of targets and standards for Customer Service, in line with HQT&H's overall strategies to ensure excellence of Customer Service, and as agreed with HQT&H's Chief Executive and / or HQT&H's appropriate senior personnel;
- Development and management of Southend Theatre's relationships (via delegation as appropriate) with external individuals and organisations – those individuals and organisations to include (but not be limited to) local authority personnel; promoters and producers of the professional programme, and their personnel; local media; local tourist agencies; local cultural agencies; local amateur performing arts societies and organisations; and local schools and colleges; and local community organisations of all kinds;
- Adherence to all statutory and regulatory requirements underpinning its operation, ensuring that HQT&H is fully protected at all times;
- Via delegation as appropriate (including internal co-ordination and liaison with external interests), management of all operations so as to achieve the highest standards of performance in respect of Health and Safety at Work and Safeguarding of employees and contractors; and of the duty of care to customers and visitors;
- Via delegation as appropriate, management of contractual arrangements with contract cleaners, maintenance contractors, and Health and Safety at Work contractors, so as to support agreed financial, business and service targets and to achieve statutory and contractual compliance;
- Via delegation as appropriate, management of the security and good order of the Cliffs Pavilion and Palace Theatre premises, so as to safeguard HQT&H's best interests;
- Via delegation as appropriate, management of financial and reporting systems as required by HQ Theatre's Head of Finance, so as to facilitate timely reporting of accurate and relevant financial information upon which reliable business decisions can be taken;
- Identification and securing of sources of external funding to support features of Southend Venues operation (such as its Creative Learning programme); and also identification of new business opportunities complementary to the core operation;
- Any other related duties as may, from time to time, be reasonably required by HQT&H's Chief Executive.

## PERSON SPECIFICATION

- An in-depth understanding of commercial programming covering a wide spectrum of genres with an established network of relationships with promoters and producers. An ability to contribute to key decisions in the creation of a balanced and commercially successful programme.
- Demonstrable commercial success via achievement of sustained business growth and service targets as manager (head) of one or more Venues or concert halls.
- An understanding of venue and entertainment marketing with the ability to analyse outcomes to direct and support development of existing and future strategies.
- Experience of successful food, drink, and hospitality operations in an entertainment / arts / venue context. Demonstrable understanding required with the ability to oversee and input into a hospitality operation of significant scale.
- Evidence of effective leadership of teams of professional managers towards the achievement of agreed targets and objectives, via development of vision and policies, and their effective mobilisation.
- Understanding based on direct personal experience of the full range of operational challenges facing venue, concert or entertainment organisations.
- Proven success in developing new business relationships and productive, mutually beneficial relationships with stakeholders and potential business partners.
- Demonstrable success in developing and leading Community Engagement / Creative Learning programmes in a venue context.

## SALARY AND APPLICATION DETAILS

HQT&H will offer a competitive remuneration package circa £70,000 pa.

To apply, please send your CV and a cover letter which sets out clearly your expression of interest in this post, and your view of your suitability for it to: [recruitment@trafalgarentertainment.com](mailto:recruitment@trafalgarentertainment.com)

Applications must be received by Noon on Wednesday, December 8<sup>th</sup>, 2021.