

Assistant Venue Manager



Job Description
Person Specification

June 2022

Trafalgar Entertainment are the leading theatre and live-entertainment group with a national and international footprint. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a business focussed on bringing people together to share in the live experience; through new productions, through the operation of amazing theatre and liveevent spaces and through distribution of live-streaming content. The group is home to Trafalgar Theatres, Trafalgar Theatre Productions, Trafalgar Releasing, Stagecoach Performing Arts, Helen O’Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and Chiswick Cinema.

Part of Trafalgar Entertainment, Trafalgar Theatres currently operates 14 venues; including 12 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast and there’s never been a better time to get onboard.

Opened in 2011 **G Live, Guildford** is a landmark building. With inspirational architecture, light-filled foyers and a programme incorporating the best in live-music, big-name comedy, dance and classical, G Live is truly a venue for everyone. On any given week the building morphs from rock-venue; to classical concert hall; to conference and exhibition space and back. With a main hall capacity of 1,031 seated (1,700 standing); plus numerous versatile spaces (including the 100-capacity Bellerby Studio) G Live is a vibrant, busy and exciting place to work.

- Employment type:** Full Time
- Salary:** c. £24,000 p.a. dependent on experience, ability and potential
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at G Live, London Road, Guildford and may be required to travel to and work at other Trafalgar Theatres venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** This is a hands on, operational role. The post holder will be expected to run and manage a team for the whole range of events and activities held at G Live including shows, conferences and private events. They will ensure the highest quality in service to meet the great range of requirements of our many clients and visiting companies. They will act as Duty Manager for shows and events utilising a skilled team, with particular emphasis on motivating them to deliver exceptional customer service in a challenging and pressured environment. By its nature, the position will involve evening and weekend shifts, and some Bank Holiday cover.
- The successful applicant will be required to comply with our Data & Barring Service (DBS) Check procedures.
- Our ideal candidate:** Is a hardworking, organised and dedicated professional with customer care at the heart of everything they do.
- For an informal discussion contact:** Connor Harper, Senior Venue Manager
01483 739040 charper@glive.co.uk
- Closing date:** Sunday 3rd July 2022
- How to apply:** Complete the Application Form available at glive.co.uk and submit with a covering letter and a CV to applications@glive.co.uk. Tell us why you think you are suited to this role, why it interests you and how we’ll benefit from having you on board.

REPORTING

You will report directly to the Senior Venue Manager.

The posts you will manage in this role include the casual staff and volunteers. You will also be responsible for contractors and visiting company staff.

KEY ACCOUNTABILITIES**Operations**

- Assist the Senior Venue Manager in the development, implementation and management of the highest standards of Customer Service in all FOH and backstage areas, including communication and guidance for staff and volunteers
- Management of all events at G Live ensuring that they are appropriately stocked and staffed
- Liaise with Visiting Company and Tour Managers as required as part of show duty management responsibilities
- Management of procedures to ensure that all FOH areas are kept clean and tidy at all times and that regular checks of public areas are undertaken, and findings acted upon
- Training, motivation and performance management of the Guest Experience Staff and Volunteers to ensure that their performance contributes to the achievement of the G Live service and financial targets
- To manage events operationally to ensure exceptional levels of service are achieved
- Maintaining exceptional levels of customer service standards delivered by all direct reports to relevant internal and trade customers, to achieve agreed targets and standards
- Establishment of a visible and accessible Duty Management profile throughout the venue to foster good relations and to provide support, advice and assistance to all staff and visitors

Health & Safety

- Support the Hospitality General Manager and Senior Venue Manager in raising awareness and implementation of the company's Health and Safety Policy
- To understand and have a working knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation
- Undertaking and documenting risk assessments for G Live buildings and site, ensuring risk assessments are distributed to required departments
- As part of the Duty Management team you will be the nominated First Aider when Duty Manager and be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded in the First Aid log and followed up if required
- The implementation of G Live's emergency and evacuation procedures including all relevant training, drills and briefings in collaboration with the Facilities & Buildings Manager, Technical Manager and the relevant statutory authorities
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures

- To undertake training for safeguarding of children, young persons and vulnerable adults and act as a safeguarding officer within the venue

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role
- Assist the Senior Venue Manager with the recruitment, induction and training of team members and volunteers

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

To be considered for this post you will need to evidence and demonstrate:

Experience

- Experience in a similar venue or events management based role
- Experience supporting hospitality operations and corporate events

Skills

- Strong leadership skills
- The ability to inspire, motivate and develop a team of casual staff and Volunteers
- Excellent IT skills including Outlook, Word and Excel
- High levels of written, numerate and verbal communication skills
- An excellent manner when dealing with the public and colleagues
- An ability to be flexible to business needs and work calmly and effectively under pressure
- Enthusiasm for live theatre and entertainment, and for the provision of excellent service
- Ambition and drive with the ability to learn quickly

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience
- A 'can-do' attitude and a positive, flexible approach to the job role
- A presentable, professional and approachable manner which sets an example for others to follow
- Willing to work flexible hours including evenings, weekends and Bank Holidays

Desirable

- Experience providing First Aid care
- Food Hygiene level 2 or higher