

Job Description

Venue Manager, Kings Lynn

**Purpose**: To oversee all aspects of venue management and new business development

**Responsible to**: Operations Manager

**Responsible for:** Volunteers, casual event staff as required

**Number of hours**: 21 core hours worked over 7 days, plus agreed overtime

**Length of Contract:** 1 year fixed with the potential to be extended

**Job Grade:** 5

Task Description

As part of the South East Regional team, the Venue Manager will play a key role in delivering one of The Churches Conservation Trust’s ‘Gateway’ churches business plan. Reporting to the operations manager you will be responsible for the day-to-day management of the venue and business development. You will work closely with the regional team in respect to conservation, operations and commercial activities. The post holder will also support the delivery of a range of learning and family activities in liaison with the regional Heritage Learning Officer to promote an inspiring education and learning programme locally. The post holder will be responsible for the recruitment, development and management of volunteers with the support of the regional volunteering officer.

Key Tasks

The post holder will work with the regional team and volunteers to deliver the Gateway plan in compliance with all CCT policies, and will:

**Operational Management**

 Liaise regularly with the Friends’ Group to ensure their involvement in the development of the Chapel

 Working closely with the volunteering officer, recruit, manage, develop and roster volunteers, following Trust policy and procedures

 Support national CCT initiatives as required

 Attend regional and national meetings

 Be responsible for ensuring that aspects of Health & Safety at the Chapel are complied with

 Liaise closely with the Conservation Projects Manager during capital or conservation related projects and with the Estates Officer to ensure the delivery

of the maintenance programme.

 Ensure that maintenance reporting procedures are adhered to.

 Liaise with external service providers to ensure their services are delivered in accordance to specification and contractual terms

 Oversee all aspects of visitor experience in line with the CCT Visitor Welcome

Standards.

**Business Development**

 Generate new business to increase income to meet agreed targets

 Support the regional marketing officer to deliver a robust marketing plan

 Process and administer all venue hire bookings, and ensure finance processes for payment and ordering are followed

 Meet venue hire targets and report figures on a weekly basis

 Respond to all venue hire enquires and follow up promptly

 Develop, maintain and deliver a seasonal event calendar

 Engage with corporate clients through business networking events

 Actively promote the venue to attract a list of casual staff that can work on events

 Evaluate all aspects of site activity and report monthly to the operations manager

 Perform other duties as necessary

Additional Information

**Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

**Data Protection**

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

**Safeguarding and Equal Opportunities**

The Churches Conservation Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.

Person Specification

|  |  |  |
| --- | --- | --- |
| **Requirement** | **E** | **D** |
| **Qualifications and Training** | | |
| 1. Background and basic understanding of heritage venue management | X |  |
| **Experience** | | |
| 2. Experience of commercial business operation and development | X |  |
| 3. Previous experience in a busy working environment | X |  |
| 4. Experience of volunteer recruitment and management, co-ordinating volunteer resource to support site operation | X |  |
| **Knowledge, Skills & Abilities** | | |
| 5. Good working knowledge of the area and familiarity with local community groups, and local networking events  6. Able to nurture new corporate relationships  7. Able to work under pressure to meet the demands of the business plan and to work towards and achieve income targets  8. Excellent ICT skills and the ability to be self-sufficient in terms of administration | X  X X  X |  |
| **Personal Qualities** | | |
| 9. Friendly, outgoing and approachable  10. Enthusiastic, responsible and motivated with the ability to work independently and as part of a team | X X |  |

***Job Requirements***

The post holder will require a BIIAB qualification and hold an enhanced DBS check. S/he will need to attend occasional regional and national meetings across England and be able

to work regular evenings and weekends.

Willingness to travel, using public transport as far as possible

Attendance at trade fairs and business networking events