

# Venue Manager



## Job Description Person Specification

November 2021

**HQ Theatres** is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

**G Live** is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

- 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 HQT&H 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, organized 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 28<sup>th</sup> November 2021
- How to apply:** Complete the HQ Application Form available at [glive.co.uk](http://glive.co.uk) and submit with a covering letter to [applications@glive.co.uk](mailto: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. Enclose a CV too if you wish.

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**REPORTING**

You will report directly to the Senior Venue Manager.

The posts you will manage in this role include the hospitality apprentice, assistant managers, supervisors, casual staff and volunteers. You will also be responsible for contractors and visiting company staff.

**KEY ACCOUNTABILITIES****Strategic**

- Assist the Senior Venue Manager in the development, implementation and management of the highest standards of Customer Service in all front of house (FOH) and backstage areas, including communication and guidance for staff and volunteers.
- Assist the Senior Venue Manager with the implementation of a Customer Services training programme for staff, in line with HQ Theatres and Hospitality policies, ensuring the maximum involvement of all Guest Experience staff, and within appropriate service standards and targets.
- Deliver regular induction days for staff and ensure that training materials are accurate, appropriate and up to date.
- As directed by the Senior Venue Manager, management of all events at G Live so as to ensure that they are appropriately stocked and staffed in all FOH areas to ensure the highest standards of customer experience, care and safety.
- 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.
- To directly assist the Sales and Event Manager in the achievement of G Live's annual business plan, through the development and delivery of G Live's event led business.
- To identify and implement, with reference to the Sales and Event Manager, any new areas of business likely to enhance the profitability of the venue
- To work with the Senior Venue Manager and Hospitality General Manager to ensure all key dates are held for forthcoming events, ensuring the most profitable programme mix is delivered throughout the year
- Management and collection of all feedback from customers (including comments, compliments and complaints) and ensuring prompt responses after appropriate investigation. The identification of any necessary improvements to service standards to improve G Live's performance against its targets, objectives and standards.
- To undertake training for safeguarding of children, young persons and vulnerable adults and act as a safeguarding officer within the venue.
- Completion of the internal show report system, as required by the venue Director.
- Carrying out appropriate duties on Stage Door, approximately once per week, in line with the companies requirements and standards for that role.
- Ensure that G Live's public operations conform to all appropriate legal and regulatory controls and measures which are related to any area of the post holder's accountabilities.

- Support the correct administration of events from contract stage through to final financial settlement and customer feedback working with the Sales and Events Manager
- To be aware of all company requirements for month end procedures and understand the profit and loss reports
- To ensure the profitability of individual events by creating mini P&L's for them, in agreement with the Sales and Event Manager

## Operations

- With other colleagues, ensure that procedures are in place for the safe opening of the building and that information relevant to that day's events is available at Stage Door.
- Ensure Guest Experience staff score highly on monthly Mystery Guest Reports. Providing appropriate training and developing new initiatives to allow us to increase the level of customer service we provide.
- Oversee the retail operation of the café, bar and restaurant, assisting the teams in those areas to ensure the operational standards are maintained.
- In conjunction with the Senior Venue manager, ensure the development and management of G Live's volunteer scheme. This includes the training and motivation of volunteers, within agreed policies, and the management of their performance to secure their maximum contribution to service, financial targets and objectives.
- Assist with the cashing up of all takings and report any differences at the end of the night, as well as ensuring the appropriate safe checks have been completed. Ensure adherence to the G Live revenue protection guidelines and procedures.
- Training, motivation and performance management of the Guest Experience Staff to ensure that their performance contributes to the achievement of the G Live service and financial targets.
- To establish a visible and accessible management profile throughout the venue in order to foster good relations and to provide support, advice and assistance to all staff and visitors
- Ensure that the Facilities & Buildings Manager is aware of routine, periodic or ad hoc cleaning and maintenance requirements for FOH Areas so that this can be communicated to the contract cleaning company.
- To work closely with all internal departments to devise innovative packages and promotions
- To manage events operationally to ensure exceptional levels of service are achieved
- To work with the Venue Administrator and Sales and Events Manager to ensure G Live's diary management system is accurate and up to date with forthcoming room requirements
- To act as the first point of contact for all corporate clients as necessary
- To ensure all enquiries are properly recorded and chased appropriately
- Liaise with clients to ensure all upselling opportunities are realised
- Ensuring all storage areas are kept clean & tidy and that all equipment is properly stored.

**Customers**

- Maintaining exceptional levels of customer service standards delivered by all direct reports to relevant internal and trade customers, so as 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.
- Provide hands on support to all customer facing facilities

**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.
- Whilst on Stage Door, ensure that all aspects of G Live's Building Management Systems (BMS) are adhered to.
- Operation and use of the fire board panel, as and when instructed by the technical team and / or duty manager.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

**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
- Plan, deliver and monitor the HQ T&H 'Four Pillars' customer service programme.

**Other Responsibilities**

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

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. In particular, 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.

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**PERSON SPECIFICATION**

In order 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 achieving excellence in a service-led environment catering for a large number of members of the public.
- Proven successful experience in managing teams so as to achieve targets and to promote individual development and contribution to the employer's business and service objectives.
- Experience in risk assessment writing and review.
- Experience supporting hospitality and corporate events
- Experience of cash handling, banking and accounting for cash handling procedures.

**Skills**

- Strong leadership skills
- The ability to inspire and develop a team of full time, part-time and casual staff.
- The ability to inspire and motivate a large team of 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, stakeholders and industry colleagues.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.
- Ambition and drive with the ability to learn quickly.
- A proactive and positive approach to solving problems in a prompt and independent manner.
- To be supportive of colleagues in other departments when required
- A desire to provide positive contributions to cross departmental collaborations and meetings

**Knowledge**

- Knowledge of First Aid and fire evacuation procedures are essential.
- A good understanding of Health and Safety legislation pertaining to a public building.

**Qualifications**

- First Aid qualified.
- Formal qualification in a relevant area.

## Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- 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.
- Personal licence holder
- Full Driving Licence
- SIA Licence holder
- Food Hygiene level 2 or higher