



Job Title: Venue Manager (Full Time)

Responsible to: Director
Responsible for: Duty Managers, Bar Staff, Security Staff,
Housekeeping Staff
Start date: 1 April 2023

The Venue Manager is a key public-facing member of the Chats Palace team, responsible for ensuring customers, hirers, visiting companies and artists all receive a friendly and professional welcome.

The Venue Manager acts as host during performances and events, managing front of house activity including the Library Bar and assisting in the day-to-day duty management and security of the Arts Centre. As first point of contact for customers, the Venue Manager ensures visitor safety - implementing our health, safety and emergency evacuation procedures.

The Venue Manager ensures consistent delivery of the highest standards of housekeeping and manages the scheduling and supervision of Duty Managers, Bar, Security and Housekeeping Staff. S/he additionally has oversight of day-to-day maintenance and repair of our Grade II listed building, managing the relationship with Bellrock, our landlord's maintenance provider. The Venue Manager ensures that all works are delivered on time and to the highest possible standard with minimal disruption, working closely with Bellrock staff and their appointed sub-contractors.

Key responsibilities and tasks

Front of House

- represent the Arts Centre to our audiences, ensuring the comfort, enjoyment and safety of the public before, during and after performances, classes and events of all sizes at Chats Palace.
- responsible for the management of the Art Centre's front of house areas, monitoring the condition of the furniture and fittings and scheduling cleaning as venue usage requires.
- act as duty manager for a minimum of one shift per week, including key performances and events as required by the Director.
- undertake leadership and management of the Front of House team of Duty Managers and Bar Staff, responsible for their induction, development and training, supervision, line management and work rotas, ensuring the highest standards of conduct, appearance and customer service are maintained.
- be first point of contact for the Security team, ensuring that Security staff have an awareness and understanding of Chats Palace layout and evacuation procedures and can communicate that knowledge to customers.
- maintain an up-to-date First Aid qualification appropriate to the public use of the Arts Centre.
- be a named key-holder in the event of an emergency call-out.

The Library Bar

- hold or be interested in working to obtain a Personal License, and in the absence of the Premises Licence holder accept responsibility for authorising all sales of alcohol and upholding the Premises Licence.
- implement appropriate systems of financial reconciliation, banking and cash handling for the Library Bar in collaboration with the Director.
- maintain an overview of stock for the Library Bar, managing effective stock control, storage, rotation and inventories to minimize wastage.
- be able to step in as emergency bar staff cover during busy periods and as required.

Building Maintenance & Repair

- have an active overview of building maintenance in partnership with Bellrock as landlord's agents, working to ensure minimal disruption to business activity
- act as first point of contact for Bellrock and their sub-contractors with reference to repairs and maintenance work
- monitor and review each phase of planned work to successful completion, ensuring that the Director is kept up to date and fully informed at all times
- deliver an ongoing, regular maintenance programme including those areas not covered by Bellrock, working within set budget guidelines.

Health and Safety

- play a key role leading on Health and Safety compliance and promoting a safety-conscious ethos across the venue, training staff where necessary
- keep abreast of current relevant Health and Safety matters
- in conjunction with other key staff, ensure that visiting users are made aware of, and where practicable, are compliant with, policies and procedures
- following appropriate training, to act on occasions as a Duty First Aider and Fire Warden

Planning & Reporting

- develop strategies to improve front-of-house/bar service experience, working with the Director and the wider team, to implement these, driving audience satisfaction and increasing the profile of Chats Palace as a vibrant, welcoming Arts Centre.
- manage scheduling, supervision and monitoring of Housekeeping Staff and refuse collections to ensure that Chats Palace is kept to the highest standards of cleanliness and appearance.
- implement appropriate systems for the accurate completion and distribution of Front of House reports
- devise a simple, effective system for accurate collection of customer feedback/complaints, ensuring they are dealt with appropriately.
- attend weekly team meetings to share news and developments with the wider team.
- undertake any other duties as may be reasonably required by the Director.

Terms & Conditions

Contract: to 31 March 2024 with option to renew for a further period

Probation: this post has a three-month probationary period

Salary: Full Time contract £30,000-£32,000 p/a dependent on experience

Hours: 40hrs/5 days* per week Mon – Fr. The Venue Manager will be expected to work occasional evening and/or weekend shifts when required by the event programme. Approved overtime will be paid at the rate of £11.95 p/hr.

Holidays: 20 statutory leave days p/a plus UK bank holidays

Pension: This post is eligible to join our Workplace Pension Scheme. Current Employer contributions are set at 3% of Gross salary.

Base: Chats Palace Arts Centre, 42-44 Brooksby's Walk, London E9 6DF

To apply for this post, please send you CV and brief covering letter to:

Paula Van Hagen, Director info@chatspalace.com

by 5pm Fri 24 February 2023.

Interviews will be held in early March 2023.