



VENUE SUPERVISOR JOB DESCRIPTION

SALARY	£24,000 - £26,000 per annum depending on experience
CONTRACT TYPE	Permanent, full time
HOURS & LOCATION	<p>40 hours per week, based at The Garage, Norwich. Some work at The Workshop, King's Lynn, will be required and travel expenses covered.</p> <p>Regular evening and weekend work will be expected.</p>
LEAVE	Four weeks per year, increasing after five years' service, + Bank Holidays - to be taken in line with public and centre holiday periods.
REPORTING TO	<ul style="list-style-type: none">• General Manager
RESPONSIBLE FOR	<ul style="list-style-type: none">• Front of House team (across both sites)• Casual Bar Staff
DESCRIPTION OF ROLE	<p>The Venue Supervisor has a dynamic role offering everyone a warm welcome to the door, running a smooth and efficient bar, supervising volunteer stewards, and promising a safe, warm, friendly and vibrant environment for participants, audiences, artists, hirers, staff and volunteers.</p> <p>This job description is not exhaustive and may be amended from time to time as a result of changing circumstances. The post holder is expected to work flexibly including evening and weekend work and to complete all agreed tasks and objectives.</p>



TO EXPRESS INTEREST

Please email your completed application form and a cover letter (no longer than one side of A4) detailing your interest in the position and how you feel you meet the specification to recruitment@thegarage.org.uk by Thursday 11th November. Interviews will be held on Thursday 18th November at The Garage. CVs will not be accepted.

Please note, this post will be subject to Enhanced Disclosure and Barring Service check.

We encourage applications from all backgrounds and communities and are committed to supporting the diversification of the Creative Industries. We actively encourage applications from people who consider themselves to be part of minority groups. We are committed to equality and diversity within our workforce and all opportunities provided by the Garage Trust Limited.

The ideal candidate will be a highly organised, committed and enthusiastic individual, comfortable working with people who face a variety of challenges, flexible in their approach to tasks and have bags of initiative.



THE GARAGE
NORWICH



THE WORKSHOP
KING'S LYNN

MAIN DUTIES

FRONT OF HOUSE

- To efficiently facilitate the selling of tickets, classes and facilities at The Garage including processing payments, issuing receipts and dealing with or passing on payment enquiries
- To provide reception services including dealing with enquiries, answering the telephone, responding to emails, distributing post and welcoming customers
- To line manage the Front of House team, including coordinating and updating rotas
- To oversee and maintain Front of House area, ensuring that facilities are presentable and in good working order at all times
- To assist the Marketing Manager to co-ordinate and maintain up to date and relevant FOH displays and information systems.
- To ensure that all policies, procedures, controls and compliance requirements are adhered to on a day to day basis.
- To structure, in collaboration with the Marketing team, an exit flyer strategy for each season relevant to sales tracking
- To reconcile the daily box office takings and report figures to the Finance Administrator on a regular basis, including banking cash and cheque takings on a regular basis, when required

VENUE HIRE

- To work with the Marketing team and Venue Services Coordinator to coordinate show listings and on-sale timings
- To oversee all bookings across the theatre and studio spaces
- To coordinate the administration of programmed events and liaise with the Marketing team and Technical Supervisor about requirements

VOLUNTEER MANAGEMENT

- To co-ordinate the Front of House Volunteer Ushers initiative
- To lead and manage the volunteers, including organising quarterly meetings
- To provide briefings to volunteers regarding upcoming performances and events

BAR AND CAFÉ

- To rota and coordinate staff for show and event nights



- To ensure accurate stock taking is completed on a regular basis and report to the General Manager reordering requirements

CUSTOMER SERVICE

- To act in a professional and positive manner at all times
- To strive to achieve a culture that is totally focused on the delivery of the best possible level of customer service at all times.
- To strive to constantly achieve the highest operational standards and to actively seek to improve and find solutions where issues are identified
- To support the Customer Care operation through a customer feedback system, logging all comments whether written or verbal.
- To increase the customer experience through taking a pro-active and lively approach to engaging and forging professional relationships with customers.
- Be customer-focused at all times and conduct the service in a friendly and professional manner. To be the organisation's point of contact for knowledge, best practise and contacts with local schools, colleges and other partner organisations
- To be the organisation's representative amongst leading national participation providers

HEALTH AND SAFETY

- To coordinate the regular checks of fire alarms, procedures, and other building testing.
- To ensure all COSHH regulations are up to date and adhered to.
- To ensure all safety signage on the premises is correctly maintained and updated.
- To ensure all rules regarding noise protection areas and regulations are adhered to.

MAINTENANCE

- To aid the management of the facilities at The Garage, ensuring all equipment and services are safe, clean and well-maintained and meet appropriate legal and customer care standards
- To inform the General Manager and Technical Supervisor of any major faults or maintenance issues around the building



PERSON SPECIFICATION

ESSENTIAL:

- Minimum 2 years' experience working in a theatre/arts centre
- Minimum 1 year experience managing a team
- Computer literacy
- Experience of financial management

DESIRABLE:

- Driving licence