



## Job Description

<b>Job Title</b>	Assistant Venue Manager
<b>Department</b>	Audience Experience, Barbican
<b>Grade</b>	B
<b>Location</b>	Silk Street, London, EC2Y 8DS
<b>Responsible to</b>	Centre Managers
<b>Responsible for</b>	n/a

### Purpose of Post

The Audience Experience Department areas of operation include Centre Management team, Box Office, Access and Licensing and ownership of the foyers experience.

The department exists to provide the highest standards of service, promote the Barbican and its activities, maximise revenue generation and ensure a welcoming, friendly and safe environment is provided to all Barbican customers whilst maintaining observance of relevant statutory regulations.

The role of the Assistant Venue Manager is to assist the Audience Experience Management team in providing an efficient, effective and welcoming experience: to be an exemplary role model to other members of staff, to coach and guide them and to provide a friendly, efficient and knowledgeable service to all our customers.

The post-holder will be committed to providing the highest level of customer service, to both internal and external customers, and actively seek to promote equality of opportunity in relation to the duties of the post in alignment with the Centre's Brand Values.

The responsibilities of this role sit within the Venue Management area of the Audience Experience Department working with this team on an events-based rota. The post-holder will work within Barbican performance venues and assist in the management of performance-related activities during the opening hours of the Centre.



## **Main Duties & Responsibilities**

1. To assist the Audience Experience Management Team in driving an excellent experience for all. To assist the driving of an efficient operation in all areas of responsibility through ensuring that service standards and procedures are followed, targets are achieved, sales of tickets, merchandise and additional services are maximised and licensing and statutory requirements are fulfilled.
2. To maintain a professional and pro-active attitude at all times, promote high standards of service, motivate, coach and monitor performance, ensure staff welfare and provide regular feedback. To work closely with colleagues to develop improved working practises and make or feedback suggestions accordingly.
3. Through leading by positive example, ensure that staff are well presented, welcoming, friendly and pro-active in their roles. To acquire, maintain and provide product knowledge and ensure that staff are briefed and thoroughly equipped to fulfil their roles. To assist in ensuring that Barbican Performance Venues and performance related activity is appropriately staff.
4. To be a responsible presence when on the foyers and Barbican auditoria, liaising with all staff to ensure customer safety and excellent customer experiences. To proactively respond to customer feedback and make recommendations for customer service improvements.
5. In the event of an emergency to take control of designated areas as directed by the Venue Manager, Centre Manager or Ticket Sales Manager Teams and to be prepared to administer first aid if necessary.
6. To fulfil the responsibilities of the role regarding Fire Safety. As such, this role forms part of the Primary Response Team.
7. When on a venue duty to ensure that auditoria are maintained to the highest of standards, reporting issues arising to the Venue Manager / Centre Manager team, following up reported issues to ensure work is carried out and public areas are safe, clean and tidy.
8. To prepare and administer cash floats, assist in the control of Audience Experience stock items (including active merchandising, monitoring of stock levels and stock rotation) and make and reconcile sales transactions ensuring that relevant procedures are adhered to at all times
9. To work closely with Audience Experience colleagues to develop new sales strategies to drive sales of confectionary, programmes and other stock. To brief and coach the Host team to implement these sales strategies.
10. To assist in data administration, which may include but is not limited to: host staffing scheduling systems, EPOS and the departmental purchasing system. To provide



effective cover for the roles of the Audience Experience Coordinator or Audience Experience Administrator when operationally necessary.

11. To assist with sales and administrative activities as required including but not limited to internal and external customer enquiries, the control of uniform stock and staff locker facilities.
12. To provide effective support, training and direction actively participating in development and delivery of in-house training to the Audience Experience team and to set a strong example of excellent customer service and effective selling.
13. To demonstrate a full understanding of Barbican Brand Values, objectives and practices in line with the Centre's business plan.
14. To conduct all activities taking account of the City of London's Equal Opportunities' policy, ensuring that all are treated fairly and with dignity and respect. To promote the City's commitment to equality and diversity and to ensure that all comply with the policy in all their activities.
15. The responsibilities of this role are achieved over a working week of core hours between 7am and 1am.
16. To take reasonable care for all health and safety matters concerning myself and those around me, in accordance with the City of London Corporation's Health and Safety procedures.
17. To undertake any other duties that may reasonably be requested appropriate to the grade, this may include covering the role of the Venue Manager when operationally necessary.



## Person Specification

<b>Job Title</b>	Assistant Venue Manager
<b>Department</b>	Customer Experience
<b>Grade &amp; Level</b>	B <b>Level: 1</b>
<b>Trent Position number</b>	5G0184/004

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

### Technical Skills / Professional Qualifications / Relevant Education & Training

#### Essential

- Supervisory experience within a customer service and sales environment to include recent hands on delivery experience. (A, I)
- Experience in a Front of House environment (A, I)
- Experience of a high-volume sales environment incorporating multiple sales channels. (I)
- Experience of EPOS (A, I)
- Proficient in the use of Microsoft Office suite of applications (A, I)
- The ability to work under front line pressure, whilst maintaining a positive and flexible approach. (A, I)
- Team player with ability to work on own initiative. (A, I)
- Well presented, positive and versatile with excellent communication and organisational skills. (A, I)
- A diplomat who can diffuse difficult situations with a calm, positive approach. (I)
- The ability to negotiate and work with people at all levels is essential. (A, I)
- An eye for detail. (A, I)
- Customer focused with the ability to lead others. (I)
- Financial awareness including cash handling and reconciliation experience and associated budgetary costs. (I)

#### Desirable

- Knowledge of fire safety and systems
- Experience of event management system
- Certified First Aider at Work



**Other Relevant Information e.g. working hours or desirables (only if applicable)**

The role will require regular evening and weekend working on a rota basis, between the hours of 7am and 1am.

**Recruitment – Note to Applicants**

*The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.*

*Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.*



# Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Salary**

The salary for this job is £23,180 to £25,930 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Contract**

The position is offered on a fixed term basis

## **Hours of Work**

Normal office hours are 35 hours per week (shift pattern) excluding lunch breaks, Monday to Sunday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

## **Annual Leave**

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

## **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

## **Pension**

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.



If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

### **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

### **Probationary Period**

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

### **Notice Period**

One month by either party after satisfactory completion of probationary period.

### **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

### **Employee Volunteering Programme**

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.