**THE GUILDHALL TRUST** 

**TITLE:** Event Duty Manager

**DEPARTMENT:** Venue Services - Operations

**RESPONSIBLE TO:** Operations Manager

**HOURS:** 20hrs per week (annualised)

**PAY**: £13,000

**Purpose of Job**

A role supporting the venue management in the day to day operation of the Guildhall concerts and events. To co-ordinate and supervise events and concerts. This role shall include overseeing all areas of secondary spend & promoter liaison. Assisting in the facilitation of the back-office functions of these areas, as well as the management on the event of the and casual bars & Front of House teams.

**Organisation Chart**

Operations Manager

Venue Duty Manager

15hrs

Venue Manager

40hrs

Event Duty Manager

20hrs

**Key Job Outcomes:**

|  |  |  |
| --- | --- | --- |
| 1a | To co-ordinate & supervise the Concert & events operations on an event by event basis including casual team management, secondary spend outlets and security services. | 70% |
| 1b | To support the operations manager to create a strong Team Guildhall ethic and to thereby maximise sales resulting in the delivery of a first-class customer service ethos. This role requires an ability to work closely and confidently with the Operations manager, Venue managers and security personnel. |  |
| 1c | To work & assist within the wider venue team, including security services, box office services and any other area that needs operational assistance. |  |
| 1d | To reconcile event income in accordance with the Guildhall Trust’s finance handling procedures. To assist in managing the epos till system to ensure accurate recording of information for KPIs |  |
| 1e | To ensure the team working is fully briefed on an event-by-event basis & monitor performance throughout the event. |  |
| 1f | Be a Personal Licence holder, ensuring that all members of Team Guildhall are complying with legislation, and informed of any changes |  |
| 1g | To train and assist on box office where needed, to understand reporting through the Eventim system. |  |
| 2 | To work flexibly across the Trust as and when required, to support operational efficiency and cost saving. To be available for training and development to meet the needs of the business. | Up to 30% across a year. |

**Dimensions**

**Other**

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department, will require evening, weekends and working on Bank Holidays.

**Physical**

The post holder will be required to clean beer lines, move stock and change barrels.

**Location**

The post holder will be located at the Guildhall in Portsmouth

**Person Specification**

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Essential: - without which the candidate would be rejected

Desirable: - useful for choosing between two good candidates

|  |  |  |
| --- | --- | --- |
| Attribute | Essential | Desirable |
| Experience | Demonstrable experience of working with a venue FOH operation.  Demonstrable experience of food operation.  Proven people management | Knowledge of café or hospitality operation  Experience of training |
| Skill/ Abilities | Able to develop a strong customer focused approach throughout the operation.  Excellent communication skills, both written and oral.  An ability to tackle and resolve difficult situations with both customers and colleagues. |  |
| Education and training | Demonstrable IT skills, including the use of Microsoft Office software packages, as well as internet and intranet experience.  Training in Health and Safety at work. Or IOSH managing safely. | First Aid at Work  Personal licence  SIA Door supervisor |