

Job Outline

Job Title:

Events & Operations Manager –
Blaengarw Workmen’s Hall

Basis:

22.5 hours per week –
Annualised (fixed term for 12
months)

Salary:

Grade 6

Base:

Blaengarw Workmen’s Hall

Accountable to:

Senior Theatres Manager

Accountable for:

Casual Duty Manager
Casual Food and Beverage
Assistant

Your Role:

Lead on venue & event operations at Blaengarw Workman’s Hall & Betws Community Centre. Support venue & event operations as a Duty Manager at Awel Y Mor, Porthcawl, Maesteg Town Hall and Bryngarw Park when needed.

You will be leading on delivering a high-quality customer service experience to all patrons, hirers, performers and clients.

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In this role, you will:

- Lead on management for all events and hires at Blaengarw Workman's Hall and Betws Community Centre.
- Lead on operations for Blaengarw Workman's Hall, liaising with Awen's Facilities and H&S team to ensure the smooth running of the building, ensuring high standards of housekeeping are maintained both front and back of house.
- Drive customer service standards throughout the venue, ensuring that all members of public using the building receive a warm welcome and efficient service.
- Manage the Casual Duty Officer conducting reviews and 1-1 catch ups as and when required and supporting, developing and motivating the casual team.
- Act as the Premises Responsible Person for the venue, ensure that the schedule of PPM and checks is being adhered to.
- Resolve people management issues including absence, return to work talks, payroll queries and any other general staff questions.
- Oversee the rostering of casual staff in line with agreed budgets and in consultation with the Senior Theatres Manager.
- Work with the Business Manager to ensure that systems and procedures are implemented, managed and reviewed effectively, applying an ethos of continuous improvement at all times.
- Act as a keyholder for Betws Life Centre and carry out Duty Manager Shifts when required.
- Be a personal license holder and act as the Designated Premises Supervisor and be accountable for adherence to licensing legislation.
- Act as, and rota the keyholders for the building to ensure the smooth opening and closing of the building in line with agreed budgets and in consultation with the Senior Theatres Manager.
- Deal efficiently with customer enquiries, compliments, and complaints.
- Provide effective supervision, ensuring all financial procedures are implemented and followed correctly.
- Liaise with visiting companies regarding arrangements for their performance. These can include, but are not limited to, meet, and greets, the selling of merchandise, riders, show warnings.
- Prepare the venue for events and hires, including setting up chairs, tables and other equipment, liaising with the technical team when required.
- Use YesPlan diary system and Spektix ticketing system, including – but not limited to – pulling reports where necessary and sense checking the onboarding of events for venue.
- Liaise with the Food and Beverage team to ensure that the bars run efficiently and cost effectively for performances and events. This includes ensuring standards of hygiene, driving high standards of customer service, and ensuring stock is well maintained and relevant to the event.
- Carry out Duty Manager shifts for shows and events where required at Blaengarw Workman's Hall, Awel Y Mor, Maesteg Town Hall and Bryngarw Park including assisting with Box Office when needed.

General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Comply with all legal requirements relating to the General Data Protection Regulation (GDPR).
- Uphold and integrate our purpose and values in all that you do.
- Contribute to our environmental sustainability goals.
- Drive change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

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Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- A good degree of initiative, resourcefulness, flexibility and a self-motivating approach (E)
- Innovative thinker with a solutions-based approach (E)
- Positive and motivational approach to support colleagues and teams to achieve common aims and objectives. (E)
- Confident and professional approach and enjoys networking and building positive relationships with all stakeholders (E)
- Forward thinking and able to contribute to aims and objectives of Awen through its vision and brand values (E)
- Works well under pressure and is able to effectively manage multiple priorities to strict deadlines (E)
- Set high standards of performance for self and others in meeting internal and external customer expectations (E)
- Interest and enthusiasm in theatres and arts
- Promotes a positive, fair and inclusive working environment
- A creative thinker who can contribute to the development of the Theatres and Awen.



Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS **(E)**):

- NVQ Level 3 in Hospitality or similar or be able to demonstrate similar through experience NVQ in Customer Service or be able to demonstrate similar through experience **(E)**
- Good verbal and written communication skills **(E)**
- Good time management and ability to follow instructions **(E)**
- Ability to work in a multifaceted position and deliver outcomes to tight deadlines **(E)**
- Ability to work on own initiative as well as a key member of a team **(E)**
- Excellent numeracy skills in relation to collation, reporting of financial data and cash handling **(E)**
- Experience in a customer service role within an arts or events environment
- Excellent ICT skills with experience in using Microsoft Office **(E)**
- Able to effectively manage multiple priorities, problem solve and work to strict deadlines **(E)**
- A full driving license and access to your own vehicle for work purposes.
- Knowledge and understanding of health and safety regulations for theatres and maintenance tasks
- IOSH managing safely qualification or demonstrate similar through experience
- Evidence and understanding of Awen's offer and services
- Experience of using Spektrix, or similar ticketing systems.
- Experience of working with volunteers
- Ability to speak Welsh

