



Job Description and Person Specification

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| Job Title: | Venue Administration Officer |
| Location: | Lewes Town Hall, High Street, Lewes, BN7 2QS |
| Grade: | Spinal Column Point range 4 - 6 (starting at £24,404 per annum) |
| Hours: | 37 hours per week |
| Contract: | Full-time, permanent |
| Reporting To: | Venue Manager |

Job Description

Main Purpose of the Role:

The Venue Administration Officer will play a key role in ensuring the smooth running of the Town Council's three venues by providing administrative and organisational support.

The Officer will assist with day-to-day operations, liaise with hirers and the public, and manage bookings and enquiries.

The role is central to delivering excellent customer service and maintaining efficient systems to support the Town Council's activities.

Key Tasks:

Administrative Support:

- Assist with the day-to-day administration of the Town Council's venues, including maintaining booking systems, processing invoices, and managing records.
- Maintain and update electronic filing systems to ensure accurate record-keeping.
- Assist with the production of reports, correspondence, and other documents as required.

Venue Bookings and Customer Service:

- Act as the first point of contact for enquiries from venue hirers and members of the public, ensuring all communications are handled promptly and professionally.
- Provide guidance and support to hirers regarding availability, booking procedures, and terms of use.
- Coordinate bookings and ensure that all necessary information is communicated effectively to relevant stakeholders, including maintenance and cleaning teams.
- Address any issues or concerns from hirers, resolving them where possible or escalating as needed.

Event Coordination Support:

- Support the planning and coordination of events and performances at the venues.
- Ensure that the venues are appropriately prepared for events, including liaising with external contractors and suppliers if required.

Collaboration and Communication:

- Work closely with the Venue Manager and other members of the Town Council team to support their activities.
- Liaise with community groups, local businesses, and other stakeholders to promote the use of the venues.
- Assist in promoting the venues through social media, email marketing, and other channels as required.

Health and Safety Compliance:

- Assist in ensuring that all venues meet health and safety regulations, including maintaining risk assessments and checking venue readiness.
- Report maintenance issues and ensure that venues are safe, clean, and presentable at all times.

Other Duties:

- Attend training sessions or meetings as required.
- Undertake any other tasks reasonably requested to support the Town Council's operations.

Points to Note:

- The post requires flexibility in terms of time management and may require working at weekends and evenings to attend meetings and events as required. This will be compensated for, principally by time off in lieu which will be planned and agreed with the Town Clerk.
- The post holder will consistently apply the principles of Equal Opportunities, as embodied in the Town Council's policies and practices throughout the duties outlined.
- To undertake available training opportunities identified through appraisal and supervision and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of Town Council services.
- This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the

duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Key Skills & Abilities

Essential

- Strong organisational skills with the ability to prioritise tasks and meet deadlines.
- Excellent communication and interpersonal skills, both verbal and written.
- High level of accuracy and attention to detail.
- Proficiency in IT, including Microsoft 365 (Outlook, Word, Excel, Teams, and SharePoint).
- A strong team player.
- Ability to effectively organise own workload and meet tight deadlines, managing changing and conflicting demands.
- Use your own initiative and work independently.
- Ability to make decisions that fall within level of responsibility.
- Ability to respond positively and proactively to unexpected problems and situations.
- Good numeracy and literacy skills.

Education & Qualifications

Essential

- 3 GCSE's Grade A - C or equivalent (including English and Maths)

Desirable

- A Levels or equivalent
- Experience of using analytics and data

Knowledge

Essential

- Understanding of basic health and safety requirements.
- Knowledge of social media platforms for promotional purposes.
- Ability to learn new software packages as required (e.g. Rialtas).
- Familiarity with financial processes, such as raising invoices and monitoring budgets.

Desirable

- Awareness of the needs of community groups and event organisers.
- Knowledge of Lewes.
- Knowledge of Town/Parish Council sector.
- Knowledge of the services provided by Lewes Town Council.
- Understanding of the differing levels and responsibilities of local authorities.

Previous Experience**Essential**

- Previous experience in an administrative or customer service role.
- Experience managing bookings, scheduling, or similar systems.
- Demonstrated ability to work with members of the public and external stakeholders.
- Assisting with organising and coordinating functions/events.
- A busy office environment.

Personal Attributes**Essential**

- A positive, proactive, and flexible approach to work.
- Ability to work independently and as part of a team.
- Willingness to work occasional evenings or weekends to support events.
- Good interpersonal skills.
- Professionalism in representing the council to members, colleagues, other organisations and the public.
- Punctual and reliable.
- Honest and trustworthy.

Other**Essential**

- Experience in a similar venue, events, or local government environment.
- Knowledge of social media platforms for promotional purposes.
- Flexible to changing working hours when needed.

Desirable

- Worked in a listed building.