



Lewes
Town
Council

Job Description and Person Specification

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| Job Title: | Venue Manager (Lewes Town Hall) |
| Location: | Lewes Town Hall, High Street, Lewes, East Sussex BN7 2QS |
| Grade: | Spinal Column Point range 26 - 28: (starting at £36,124 per annum) |
| Hours: | 37 hours per week |
| Contract: | Full-time, permanent |
| Responsible To: | Deputy Town Clerk |

Job Description

Main Purpose of the Role:

The Town Hall Manager will:

- Have overall operational and strategic responsibility for Lewes Town Hall; a grade 2 listed building with a variety of civic, community and commercial events.
- Have responsibility for overseeing the building's maintenance and repair works including health, safety and risk aspects, as well as business development to optimise the venue's usage and occupancy and championing the venue as a community hub.
- Supervise and manage a team of venue staff ensuring the venue is presented at its best to the community.

Key Tasks:

Operations

- To manage day-to-day operations, ensuring appropriate functionality, high standards of cleanliness, and ensure proper operation of all safety-related systems/equipment and procedures
- To develop and implement a venue strategy plan to develop the venue occupancy and usage in line with organisational and community requirements

- To facilitate smooth running of events and performances at the Town Hall
- To manage and to promote the Council's strategic goals and protect and enhance the reputation of the Council
- To ensure hirers are compliant with conditions of all formal licenses
- To maintain appropriate stocks and availability of consumable materials or delegate where appropriate
- To ensure security of the premises, and act as first-contact for emergencies
- To deter antisocial use, insofar as practical, and report problems promptly
- To arrange/effect the cleaning and preparation of rooms, setting-out seating and equipment as appropriate
- To maintain proper Health and Safety protocols within the Town Hall
- To maintain continuity of services to office suite (e.g. light; heat; power; consumable stores etc.)
- To attend and present at relevant committee meetings updates on Town Hall operations
- To ensure routine maintenance and repairs are carried out effectively and within pre-agreed budgets
- To manage assets within the Town Hall

Staff

- To support, manage and motivate staff through regular supervision and appraisal, with ongoing training and development
- To work in collaboration with other functions to ensure an efficient running of the service
- To develop and implement policy in relation to venue staff performance management

Premises

- To regularly inspect the building and adjacent land (paths, fences, boundary walls, site equipment, fixtures & fittings etc.) and immediately rectify minor defects
- To schedule and arrange relevant building and maintenance inspections
- To ensure that Risk Assessments are in place for all events taking place at the Town Hall
- To keep an up to date asset register of all valuables kept on premises
- To develop and monitor projects, reports, inspections, plans of actions, as appropriate in relation to maintenance, repair and operations
- To procure and monitor satisfactory completion of works through third party contractors

Other Functions

- To act as first-contact/liaison between hirers and other users of the Town Hall
- To administer agreed operational budgets (maintenance; repairs; consumables etc.) and ensure invoices are processed in a timely manner



- To offer general support and assistance to the public, insofar as practical, as a representative of the Council
 - To assist with civic functions
 - To carry out any other duties within the capability of the post-holder which may, from time to time, be reasonably directed/requested by the Town Clerk
 - At all times to behave courteously and with respect with for others, as expected of a representative of the Council
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Points to Note:

- The post requires flexibility in terms of time management and will require working evenings and weekends 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.
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Person Specification

| Key Skills & Abilities |
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| <p>Essential</p> <ul style="list-style-type: none">• People management experience (able to lead, motivate and develop teams and team members)• Budget management experience• Health and Safety and risk management• Contract management• Facilities management• Experience of events management• Excellent communication skills, both verbally and in writing |



- A strong team player
- Ability to effectively organise own workload and meet tight deadlines, managing changing and conflicting demands
- Using own initiative and working independently on a diverse workload
- Able to respond positively and proactively to unexpected problems and situations
- Good numeracy and literacy skills
- A commitment to continuous improvement

Education & Qualifications

Essential

- A levels or equivalent
- Certifications in Health & Safety, Fire Marshall, First Aid or prepared to obtain when in post

Desirable

- Degree level qualification in a relevant subject or equivalent
- Project management qualification
- Facilities Management qualification

Knowledge

Essential

- Excellent Microsoft Office 365 working knowledge (Outlook, Word, Excel, PowerPoint)
- Proficient ICT skills
- Ability to learn new software packages as required (e.g. Rialtas)
- Knowledge as to how a Town Council functions and the constraints that come with this

Desirable

- 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

- People management experience (able to lead, motivate and develop teams and team members)
- Budget management experience
- Health and Safety and risk management
- Contract management
- Facilities management
- Venue Management experience and knowledge and/or Creative and cultural community engagement experience

Desirable

- Working for a Town/Parish Council

Personal Attributes

Essential

- Proactive team player
- Excellent interpersonal skills
- Customer focused
- Flexible and self-motivated
- Positive approach to problem solving and crisis management
- Diplomatic and assertive
- Honest and reliable
- Professionalism in representing the council to members, colleagues, other organisations and the public
- Maintaining confidentiality and discretion when required
- Willingness to take on a range of tasks as required

Other

Essential

- Willingness and ability to work evenings/weekends/bank holidays to fulfil the commitments of the role.
- Need for some manual work, such as caretaking and moving equipment
- Flexible to changed working hours when needed