

Job Description

Job Title:	The Adam Smith – Venue Manager
Reports to:	Chief Operating Officer
Department:	Operations
Job Family & Level:	Professional
Responsible For:	Venue Supervisors Technicians Box office / FOH
Job Purpose:	To manage the Adam Smith Creative Hub and support the aims and objectives of OnFife by delivering a high-quality customer service experience for visitors to the venue, responsible for ensuring a consistently high level of customer service is provided at all times to all stakeholders, manage the venue and staff, and fulfil the primary customer facing role of Venue Manager.
Key Tasks & Responsibilities:	<ul style="list-style-type: none"> • Responsible for promoting the Creative Hub and ensuring that as a venue it is relevant to communities (both geographical and of interest) and is offering a wide and varied programme of events across all business areas. • Responsible for the day-to-day management of all operational and casual staff within the facility giving guidance, instruction, and reviewing performance for quality • Ensure the application of approved systems and robust procedures and training are in place to ensure the delivery of high-quality customer facing services across all areas of operation • Responsible for the planning, scheduling, budgetary oversight and facilities staffing. Monthly financial reviews and forecasting to identify any budgetary issues and propose options for income generation to achieve profit / break even position for the venue. • Liaising as required with the Theatre Manager, Catering Manager, Programming Manager, Business Development and Head of Creative Services to ensure all building operations and services are operating well together to meet customer requirements and successful delivery of facility operations and customer services

- Responsible for all aspects of running the theatre/venue with a robust knowledge of the technical and operational requirements of a busy working theatre, including an understanding of light, sound and stage management. Strong people management skills to support the library and café teams with a real focus on customer service delivery.
- Responsible for operational resources and efficient communication between all teams to meet customer requirements and successful delivery of facility operations and customer services. This includes being responsible for specialist equipment in the venue and ensuring it is fit for purpose and maintenance schedules are adhered to. This includes all the regulatory compliance required of a theatre venue
- Responsible for good relations within the local community members and groups, looking to maximise opportunities for engagement and joint partnership working
- Responsible for the operational resources and efficient communication between all teams
- Ensure the Trust's approved clerical, administrative, monitoring and management systems are in place and adhered to within the venue (such as, Concentrix, ERP/ASH, Patronbase and HSB online)
- Be the premises licence holder for the venue and ensure there are sufficient number of licence holders for events
- Responsible for all licences within the venue – such as alcohol, music, etc.
- Responsible for liaison and communication with all contractors and suppliers engaged to provide services, specialist equipment and other support services to meet the requirements and specifications of activities held within the venue
- Maintain good working relationships with Property Services of Fife Council for maintaining the building and with contractors for maintenance of equipment
- Act as the responsible person for health and safety matters within the building

- Responsible for operational issues relating to building maintenance, security and cleaning, etc. and ensure that all are delivered to a high standard. This includes for example, lift maintenance, Fire safety, PAT testing, etc.
- Ensure that all facility activities are delivered in full compliance with FCT's established regulatory, legislative and other guidelines
- Responsible for ensuring that Risk Assessments are carried out when required, filed and reviewed timeously, and communicated and fully implemented
- Ensure that operational safety logs and operational registers are maintained and kept up to date, such as legionella, fire alarms, etc.
- Be the lead designated person for child protection issues within the venue – act as the point of contact and liaise, as required, with the community police
- Responsible for specialist equipment such as Audio Visual Equipment, MEWP's machinery, etc. and responsible for ensuring it is fit for purpose and all maintenance schedules are adhered to
- Contribute to the development and maintenance of agreed technical and professional standards, systems and procedures for safe, efficient and effective operations within the facility
- Contribute to the wider organisational development of FCT and support the development of cross-Trust collaboration and coordination of service delivery
- Contribute to, and deliver against, FCT's strategic objectives and associated strategies, e.g. business plan, financial plan, customer services plan, communications plan
- Adhere to, and cooperate in, the implementation of FCT's corporate policies and procedures e.g. Code of Conduct, Scheme of Delegations, financial policy, health and safety policy, etc.
- You may be required to work at any FCT place of work within Fife as reasonable required by FCT

Working Conditions

- These job details reflect the main responsibilities of the job now, and may evolve over time to include other tasks and responsibilities as FCT develops as an organisation

You are required to work at any OnFife place of work within Fife as reasonably required by OnFife.

Weekend and evening work form a necessary part of the working week.

The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile.

The duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore, justify reconsidering the grade for the job. Such variations would be reflected in an updated job description.

Person Specification

Job Title: The Adam Smith – Venue Manager			
Attributes	Essential	Desirable	Assessment
Qualifications & Experience	<ul style="list-style-type: none"> • Educated to degree level or relevant professional experience in the field of venue management, community education or creative arts • Experience of working with communities • Strong customer-focused experience • Budget management • Experience of performance management • Experience of dealing with health and safety issues in the workplace 	<ul style="list-style-type: none"> • Experience of creative / theatre environments • Employee recruitment, development and training • Experience of implementing quality improvement and customer service initiatives 	Interview Application References
Skills Abilities and Knowledge	<ul style="list-style-type: none"> • Event management skills • Able to role model appropriate behaviours and lead and manage staff to perform at their best • Able to identify customer needs, analyse problems, plan and organise service delivery to meet all the needs of the different communities. 		Interview Application References

- Proactive, positive and self-motivated to succeed
- Excellent interpersonal skills including the ability to maintain the confidence of staff, customers, senior management, and the Board
- Creative thinking
- Strong communication skills, both written and verbal, suited to a customer-facing environment.
- Well-developed influencing and negotiation skills
- Confident and outgoing
- Approachable
- Able to promote the ethos of high quality customer care, respect and inclusion