**INFORMATION PACK**

**ASSISTANT VENUE MANAGER**

Thank you for your interest in the above vacancy. We’re really happy that you’ve found us.

Details of the background and context to this role can be found in this pack.

**How to apply**

Your completed application should include the following:

1. An application form which includes a personal statement in written or recorded format
2. Your up-to-date CV
3. A completed equal opportunities monitoring questionnaire - this form is optional, and your completion or non-completion of the form, or any of its sections, will not have a bearing on your application.

Once you have completed your application documents, please return them before the closing date to:

Sebastian Cater

Chief Operating Officer / Deputy Chief Executive

Creative Folkestone

Quarterhouse  
Mill Bay

Folkestone

Kent CT20 1BN

or email your completed application to [sebastiancater@creativefolkestone.org.uk](mailto:sebastiancater@creativefolkestone.org.uk)

If you have any questions relating to this vacancy, please contact Sebastian Cater by email: [sebastiancater@creativefolkestone.org.uk](mailto:sebastiancater@creativefolkestone.org.uk) to arrange an informal chat. *Please note that Sebastian is on annual leave from 21 December until 6 January, so will pick up any enquiries outside of those dates.*

**Deadline**

Closing date for applications: **Monday 13 January 2025, 9am**

**Interview process**

Interviews will take place: **Tuesday 21 and Wed 22 January 2025**

**Start date**

Dependent on successful candidates’ availability: **ASAP**

**ABOUT CREATIVE FOLKESTONE**

Creative Folkestone believes in the power of creativity to transform people, places and communities. We are passionate about this and believe it will inspire others to be curious and imagine a changed future. We will enable and collaborate with them to make this vision happen.

This will be fun but requires specialist knowledge; at times we will be radical and irreverent, but we will take on the challenges and risks our work demands.

Established in 2002, Creative Folkestone has a remarkable record of success having already transformed what was the most run-down part of Folkestone. A creative community of over six hundred people has been established in ninety restored buildings in the Creative Quarter. Quarterhouse, a performance venue for music, theatre, dance and comedy has been built and now has a programme that attracts a widely diverse audience from all over the area. The region has been animated by five internationally acclaimed visual art Triennials, the largest exhibition of newly commissioned art in the UK, the Folkestone Artworks, the UK’s largest display of contemporary art in an urban setting open 24 hours a day 365 days a year, a performance programme and an annual book festival, The Shape of Things to Come, uniquely dedicated to considering the future. The area is populated by artists and home to creative industries and a resource for higher education study and research; all this has created many hundreds of jobs.

The charity has recently added stewardship of Prospect Cottage, Derek Jarman’s home in Dungeness along with an artists’ residency programme, has written the vision, strategy and plan for the districts new garden town, Otterpool, and been instrumental in bringing the polluted old gasworks site in Ship Street back to public ownership as a housing development.

Creative Folkestone is driven by a smart and friendly workforce, led by a knowledgeable and dedicated voluntary board.

We have declared that **FOLKESTONE IS AN ART SCHOOL** and all our projects are underpinned by an inspirational learning and engagement programme that works with schools, community groups and the people of Folkestone across art-form, age and ability.

[www.creativefolkestone.org.uk](http://www.creativefolkestone.org.uk)

**ASSISTANT VENUE MANAGER**

**JOB DESCRIPTION**

**Reports to:** Head of Venue & Programming (Quarterhouse) (HVPQ)

**Supervisory responsibility**: Casual Visitor Experience Assistants, Bar Supervisor, Folkestone Triennial Host Supervisors and Hosts, Deputise for the HVPQ in their absence.

**Location:** Based at Quarterhouse, Mill Bay, Folkestone, Kent CT20 1BN

**Salary:** £25,749

**Hours:** Full-time with weekend and evening working

**JOB PURPOSE**

The role is essential in delivering all Quarterhouse events from conception to delivery. The role is also a large part customer-facing and involves shift management during Quarterhouse opening hours. You will support the HVPQ in their role; rostering casual staff, championing our ticketing software Spektrix, administrating memberships, duty managing Quarterhouse Lates, live music, streaming & comedy events, coordinating private hires, processing invoices, and preparing reports. This role will also assist the HVPQ in preparing Creative Folkestone’s programme of events, festivals, and other projects.

This role is both Front of House and Administrative, and at times, it will be physically demanding. The successful candidate will be the public face of the Quarterhouse and will have a positive and ‘can-do’ attitude to problem solving, event management and team development. The role requires the individual to be very organised and good at timekeeping, multitasking and prioritising a multitude of administrative tasks in both customer-facing and office environments in a calm and professional manner.

During the Creative Folkestone Triennial this role will support and supervise the team of Creative Folkestone Triennial Hosts as they provide excellent customer service to Triennial visitors, running the logistics of timetabling a flexible team across a seven day a week rota, assisting with the development of a merchandise offer, and deputising for the HVPQ in their absence.

**KEY RESPONSIBILITIES**

**Venue Management:**

* To manage the team of Visitor Experience Assistants. You will be responsible for preparing complex rotas for release, and to initiate the recruitment, induction and training of new Visitor Experience Assistants. Responsible for rota-ing across projects: Quarterhouse (bar, box office), Volunteers, Triennial Hosts, Book Festival, etc.
* To be Duty Manager predominantly inside Quarterhouse and sporadically open-air public events, ensuring that the assigned front of house team and security are supervised supportively and effectively. This includes drafting event sheets, briefing the team, carrying out fire safety procedures for events such as streaming, comedy, live music and late-night music of up to 500 capacity (at times finishing at 3am). Compiling post event reports.
* Monitor the venuehire@ email address as you will be the first point of contact and responsible for commercial/private hire requests; liaising with existing and new customers, pre-empting potential customer needs, providing logistical and technical information and advice, negotiating hire fees, and preparing quotes for sign off.
* To administrate our memberships scheme. Prepare membership packs for new and renewed members, attend membership meetings, and promote the scheme in conjunction with our marketing team.
* Champion our ticketing software, Spektrix. You will be required to lead on Spektrix event builds and functionality, delegating builds to the Box Office Supervisor but supporting with builds when necessary.
* Attend meetings led by the HVPQ, taking notes and agreed actions. Deputising and chairing departmental meetings in the absence of the HVPQ.
* To work both upon their own initiative, completing tasks independently, problem solving and collaboratively with the HVPQ, offering and receiving feedback so that procedures and processes are continually improved.

**Financial:**

* To run and prepare weekly bar income reports to be submitted to the HVPQ for sign off on Monday every week.
* Process invoices for HVPQ sign-off, keep a detailed log of all Visitor Experience expenditure in our centralised invoice register. Provide accurate and secure visitor-related cash and income handling across all assigned activities.
* Carry out any assigned sales activity – whether via box office, bar, or the visitor centres – positively and sensitively, so that all visitors are aware of all possible opportunities to support and engage with Creative Folkestone, including through related ticket sales and encouraging membership sign-up.
* Monitor and order bar stock in proportion to sales and upcoming events. Work directly with the bar team to maintain an orderly and efficient bar. Working with the HVPQ completing monthly Bar Stock takes and stock reconciliation.
* Complete delegated responsibilities when the HVPQ is not available or on leave including casual staff payroll or other.
* Work to individual and team income targets, including on-site ticketing, food & beverage, merchandise, membership sales and individual giving.

**Box Office duties:**

* Provide an exemplary welcoming and inclusive first point of contact for all Quarterhouse visitors, in person and by telephone, following agreed procedures and in accordance with direction and development from the HVPQ.
* Prepare, open, supervise and close assigned visitor areas, including box office, bar, and Artworks/Triennial/Book Festival visitor centres and similar, in accordance with agreed procedures and ensuring that the focus is always on customer service and safety.
* To be the first port of call for questions or activity related to our ticketing software, Spektrix. This includes but not limited to setting up our programme of events, creating and generating reports, and updating tickets, report schedules or other.
* Monitor the box office and info@ email addresses; responding or forwarding emails to relevant staff
* Proactively maintain knowledge and understanding of Creative Folkestone activities and share this knowledge with visitors and colleagues wherever possible.
* Respond to all visitor enquiries, feedback and complaints promptly and professionally, following agreed procedures.

**Folkestone Triennial**

* During the Creative Folkestone Triennial, to assist the HVPQ with the setting up of Visitor Centres, selecting and ordering a Triennial merchandise range.
* Support the HVPQ by administrating the recruitment of Triennial Hosts and Host Supervisors. You may be required to interview with the HVPQ.
* Learn about the Creative Folkestone Triennial programme, artists and artworks and keep this knowledge up-to-date throughout the course of the exhibition in order to proactively share this with visitors and team members.
* Report promptly on any problems or issues that arise for Triennial visitors and/or Hosts and help the HVPQ resolve or avoid them.
* Help the HVPQ in supporting the Public Programmes and Learning staff with the delivery of talks, tours and other events scheduled during the course of the exhibition and keep visitors informed about any changes to the tours schedule. This includes booking VIP tours ensuring that a member of Senior Management is scheduled to facilitate the tour.

**Health, safety and security**

* Follow all licensing, health and safety, security and emergency requirements and procedures as agreed during all working hours.
* Act as main Duty Manager and First Aider during assigned Duty Manager shifts, alerting the HVPQ of any concerns about information, training, procedures or processes that may arise.

**Other**

* Undertake Creative Folkestone development activities as required.
* Comply with all Creative Folkestone policies and procedures.
* Undertake such duties as may be required to successfully realise the purpose of this role.

**Terms and Conditions:**

This is a full time (35 hours per week), permanent post with frequent and regular weekend and evening working. Full conditions are as per the written statement of employment. Full training will be provided to deliver the key responsibilities.

**PERSON SPECIFICATION:**

Essential elements should be demonstrated before and during employment in this role;

desirable elements should be developed and maintained once in role.

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| **KNOWLEDGE & EXPERIENCE** | Essential | Desirable |
| 1. Experience of working in a welcoming customer-facing role, working with a diverse range of visitors, tenants or customers | **X** |  |
| 1. Experience of working with or coordinating a team of casual staff, or similar | **X** |  |
| 1. Experience of Duty Managing late night music events, live theatre, live music, comedy, family shows, and screenings. | **X** |  |
| 1. Some experience of selling items through a computerised sales system, such as event ticket sales or similar | **X** |  |
| 1. Some experience of selling items using an EPOS (electronic point of sale) till system, or similar | **X** |  |
| 1. A good track record in accurate and trustworthy cash handling management experience within a high-volume sales environment | **X** |  |
| 1. A good track record in following set procedures reliably and consistently | **X** |  |
| 1. Some experience in supervising a commercial bar | **X** |  |
| 1. A good track record in responding positively to financial targets and delivering agreed sales goals | **X** |  |
| 1. Some experience of financial processes such as invoicing and logging expenditure | **X** |  |
| 1. Broad knowledge of and enthusiasm for contemporary art and culture |  | **X** |
| 1. Some experience working in an arts or hospitality setting. |  | **X** |
| 1. Some experience of loading items and analysing stock control reports using an EPOS till system or similar |  | **X** |
| **SKILLS** | Essential | Desirable |
| 1. Excellent interpersonal communication skills, including a confident and welcoming demeanour in person and on the telephone | **X** |  |
| 1. Demonstrative skills and experience using Microsoft Excel and Word | **X** |  |
| 1. Ability to learn new processes and absorb new information from various sources effectively (including training sessions, ad hoc discussions, online research and other written materials) | **X** |  |
| 1. Unafraid of trying new ways of working | **X** |  |
| 1. Ability to adapt communication style according to customer needs and expectations | **X** |  |
| 1. Accurate numeracy skills | **X** |  |
| 1. Effective communication and professional relationship management skills | **X** |  |
| **ATTRIBUTES** | Essential | Desirable |
| 1. Calm, focussed and motivated under pressure | **X** |  |
| 1. Discretion and confidentiality | **X** |  |
| 1. Reliable and collaborative team-player | **X** |  |
| 1. Commitment to providing inclusive and accessible customer service to all | **X** |  |
| 1. Uses own initiative to start and complete tasks | **X** |  |
| 1. Committed to Creative Folkestone’s aims and objectives | **X** |  |