

## **Walthamstow Trades Hall and Institute Limited**

### **Job Description – Venue Manager**

#### **About Walthamstow Trades Hall aka The Trades**

The Trades is redefining the role of Working Men's Clubs in the 21<sup>st</sup> Century having recently reached our centenary year. Serving a diverse East London community, we host and run a variety of events from baby groups to tea dances, new rock bands to reggae nights, comedy nights and choirs.

We are looking for an exceptional individual to support and continue the Club's recent rapid growth; someone with the progression and development of the Trades at the core of all their work.

You are a multiskilled, experienced leader who passionately believes in the value that social spaces can offer to the vibrant community in which we are based.

#### **Overall Role Responsibilities**

To be ultimately responsible for the day to day operational functions and future planning of the Trades. This will involve managing administration, staff and finance to ensure the smooth running of the Club. To oversee the development and delivery of the marketing and development plan.

**Responsible to:** Trades committee members

**Responsible for:** Bar Manager, Marketing Officer, Administration support and Cleaning staff and other casual staff, apprentices and day to day volunteers

#### **Purpose of the Role**

To enable the club to operate effectively and prosper by:

- Managing the day to day operations including bookkeeping, ticket sales and memberships
- Being accountable for the development and execution of the marketing strategy
- Leading on engagement to embed the venue as a hub for the local community
- Supporting and empowering staff and volunteers to help deliver the plans
- Managing sub-lets and hirers of the Trades
- Managing the building including cleaning, maintenance and safety

#### **Company Administration**

- Maintaining accurate financial records, processing invoices and managing company bank accounts
- Preparing reports for the Trades Management Committee
- Maintaining records of Members and managing subscription payments
- Managing online and offline ticket sales

- Liaising with secretary/accountant to complete monthly payroll

### **Staff Management**

- Responsible for recruiting, line managing, developing and coaching the Bar Manager, Marketing Officer, Admin support and other casual staff and apprentices as identified.
- Ensuring all staff have relevant and appropriate training and support
- Ensuring regular performance reviews are undertaken with staff
- Responsible for dealing with any staff concerns, problems or complaints
- Ensuring all records relating to staff are kept confidential in accordance with the Trades' policies and procedures.

### **Marketing & Development**

- Working with the Marketing Officer (*to be appointed*) to develop a marketing strategy
- Nurture meaningful connections within the local community
- In conjunction with the Marketing Officer, driving growth in the membership and community, including recruiting a pool of volunteers to support the marketing strategy, social media provision, technical support and management of the bar
- Working alongside The Trades' committee and staff to identify and develop funding streams including supporting the funding application process, as required

### **Hires**

- Overseeing and responding, as appropriate, to hire requests and liaise with potential users of the building
- Ensuring necessary hire contracts and relevant documentation is developed to support hire and booking arrangements
- Ensuring efficient support for hires (building opening/closing, technical support, equipment, bar operation, ticket sales)

### **Building Maintenance and Operation**

- Reviewing processes and efficient ways of working, driving a continuous improvement approach
- Ensuring regular checks of safety equipment is conducted
- Managing routine maintenance contracts (intruder alarm, lifts, air conditioning, fire extinguishers, fire alarm)
- Managing regular and reactive maintenance

### **General responsibilities**

- Ensuring customer complaints are handled appropriately, escalating issues to the committee when required
- Ensuring the venue is compliant with licensing laws, reporting any issues to the committee and bar manager
- Ensuring the club operates within health and safety legislation and guidance, reporting any issues to the Trades Committee and relevant personnel.
- In conjunction with the Trades Committee, ensuring the personnel and membership procedures and practices adhere to relevant Data Protection legislation and guidance.
- Upholding and maintaining the Security, Fire Safety and Health & Safety Procedures of the Trades. Identifying, reporting and following up any faults, defects, complaints and potential hazards.

This job description is intended to be a broad outline of duties and is not intended to be exhaustive. The post holder may be expected to take on other duties and responsibilities commensurate with the level of the post as required. by the Trades Committee Members and Officers.

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