**Venue Manager**

**JOB DESCRIPTION**

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| **Employed by:** | Welsh Centre for International Affairs (WCIA) |
| **Responsible to:** | Deputy Chief Executive |
| **Salary:** | Band E £34,788-£42,683 (employees usually start on the first point of the pay band) |
| **Employment terms:** | Full time  Permanent |
| **Base:** | Offices of the WCIA, Temple of Peace, Cardiff. |
| **Hours:** | 37 hours a week. Flexible working is expected, including at evenings, weekends and bank holidays. We are a flexible employer with home, remote and flexible working arrangements available. Job share considered. |
| **Annual leave:** | 36 days including public holidays |
| **Travel:** | This role will require travel, mostly locally. Expenses will be paid. |

**About the WCIA**

The WCIA inspires people to learn about and act on global issues so everyone in Wales can contribute to creating a fairer and more peaceful world. We do this in three ways:

* **Global Learning:** Promoting global learning to prepare Wales for our shared future. We inspire people’s interest in global issues and develop their understanding of why these issues are relevant to all of our lives. We build people’s skills and confidence to explore different perspectives and then take informed action. In this way, we want everyone in Wales to feel they can make a difference on these shared challenges.
* **Global Action:** Inspiring global action in communities and organisations in Wales. We support communities and institutions to unite behind global action within Wales. This means putting our expertise and networks behind home-grown campaigns and activities, celebrating their achievements and supporting organisations to be more globally responsible.
* **Global Partnerships:** Building global partnerships connecting Wales and the world. We support worldwide partnerships that strengthen Wales as an outward-looking and globally responsible nation. We support international friendship and mutual cooperation, and we coordinate and strengthen Welsh international development activity. We want people in Wales to be proud of and recognised for their connections with the rest of the world.

The WCIA has a 999 year lease on parts of the Temple of Peace and Health which we use to generate an income to support our charitable activities.

**About the Temple of Peace and Health**

The Temple of Peace is a building designed to change the world. Founded in 1938 it is a memorial to those who lost their lives in the First World War, and to further the causes of international health and peace. You can read more about the remarkable [history of the building here.](https://templeofpeace.wales/en/history)

By offering the Temple of Peace as a venue in line with the founding values, we both generate an income for the activities of the WCIA and enable more people to discover this unique part of Welsh history.

**Summary of Venue Manager Role**

This is an exciting role for an experienced venue manager to be responsible for maintaining and growing a grade II listed venue, building on the successes of the last few years.

The Venue Manager will be responsible for maximising the income to the WCIA from the venue while maintaining high standards of professionalism and reflecting the values of the charity and the unique building. This includes all aspects of venue management, sales and marketing, setting and managing a budget, giving excellent customer service and ensuring a professional image of the Temple is projected at all times. The Venue Manager will maintain and grow venue income by proactively seeking new customers, overseeing all aspects of bookings including managing the venue team, liaising with suppliers, tracking enquiries and reporting regularly on performance to the Board of trustees. The role also involves looking after internal customers for their events and meetings in the Temple and working with the team to support our tenants.

**Specific responsibilities for this role include:**

1. **Lead and work with the venue team to run the venue:**
   * Lead and motivate the venue team members to ensure they reach their potential while delivering excellent customer service at the Temple of Peace
   * Develop, maintain and build on professional relationships with suppliers, establishing effective ways of working with suppliers which is clear, consistent and offers value for money
   * Manage team members including working hours (on annualised hours contracts) performance objectives, scheduling and development opportunities
2. **Build on the profile and customer base of the Temple of Peace:**

* Ensure a transparent and competitive pricing approach;
* Maintain and deepen relationships with existing customers;
* Actively seek out new customers within existing and new markets;
* Ensure all customers (internal and external) have an excellent experience from initial contact until after event completion
* Arrange the bookings schedule to maximise usage rates;
* Manage marketing of the venue through the website, social media and other mechanisms deemed appropriate
* Track customers and customer relationships using the Cloud-based CRM

1. **Manage the finance and risk in the Venue team**
   * Create realistic growth projections and budgets for the venue
   * Manage expenditure against existing budget, including making adjustments as agreed with the Chief Executive and the Board
   * Work with the Finance team to ensure invoices and deposit systems are effective and paid on time
   * Create results and cash flow forecasts for the programme and report quarterly on performance against forecasts/budgets
   * Take a responsible approach to risk assessment, providing relevant information to the Finance Team and Trustees
   * Where required, improve policies, procedures and practices to manage all activities within the venue team
2. **Ensuring the needs of Temple are met:**

* Managing venue team and suppliers to ensure the customers and building is properly taken care of during events
* Maintain and ensure conditions are met for all venue licenses (weddings, events, alcohol) and ensure licenses are kept up-to-date
* Ensure rooms are set up and ready to be used by customers, meeting any specific event requirements and ensuring cleaning and maintenance requirements are met promptly

**Person specification**

**Essential**

The successful candidate will be able to:

* Demonstrate a proven track record of running a venue (or similar role) to a high standard
* Demonstrate success in generating sales and growing income from a venue (or similar) over a sustained period of time
* Demonstrate an understanding of and commitment to the WCIA mission, vision and values and be able to make the connections between these values and running the venue
* Treat all people fairly and with dignity and respect, encouraging diversity and being a role model for team members and suppliers in maintaining these values
* Take responsibility for own actions and actions of team, maintaining high ethical standards and immediately addressing untrustworthy or dishonest behaviour
* Develop and manage accurate budgets, cash flow forecasts and results
* Plan, prioritise and organise work activities to achieve high standards and meet deadlines with multiple competing priorities
* Read, follows and improves policies, procedures and regulations particularly those related to running a venue (risk assessments, licensing) setting an example for others in the team
* Communicate clearly and concisely in written and spoken media, representing the WCIA positively; take responsible for the Temple of Peace brand
* Show commitment to promoting the Welsh language in the workplace
* Takes a learning approach, giving and accepting constructive feedback when working together
* Build and maintain mutually beneficial relationships with colleagues, trustees, partners, funders and other stakeholders; networks to develop contacts and enhance the reputation of the WCIA.
* Seek and use information effectively to inform independent decisions suggesting creative ideas and solutions
* Lead and motivate a team, including through change processes where requred.
* Recruit, develop, manage and supports suitable staff of a high calibre and with an appropriate skills mix, delegating work appropriately and managing staff timetables
* Handle enquiries of all kinds, making the link between the bigger picture and the detail;
* Make measured, clear and quick decisions, including tough decisions or considered risks; taking responsibility for decisions and outcomes
* Use cloud based computing and able to learn new ICT skills quickly

**Desirable**

* Experience of marketing / branding
* Able to speak and write in Welsh
* Experience in the third sector
* Has personal license, first aid certification and fire warden training (training will be provided)

**Application Process**

* All applicants must complete the official WCIA Application for Employment form, available at [www.wcia.org.uk/vacancies](http://www.wcia.org.uk/vacancies). **Please provide all relevant information on the application form as we will not consider CVs or cover letters as part of the application.**
* All applicants should complete the Equal Opportunities form. Please note, these are separated from your application form upon receipt and not shared with the shortlisting or interview panel.
* Please submit your application by email to [centre@wcia.org.uk](mailto:centre@wcia.org.uk). Please get in touch if you have any access requirements in order to submit an application.
* The deadline for receipt of applications is **09.00 on Friday 27 March 2020.** We will send an email acknowledgement to all applicants. If you do not receive an acknowledgement before the deadline, please contact us. We cannot be held responsible for applications that do not reach us, or that arrive after the deadline.
* If you are shortlisted for an interview, we will contact you directly. Interviews will take place in the **week beginning 6 April 2020** at the Temple of Peace, Cardiff.
* No references will be taken up until a provisional offer of employment has been made.
* Unsuccessful applicants will be informed by email.