

## **Job Description**

### **Venue Administrator The Stoller Hall**

**One year fixed term contract** subject to annual performance appraisal, reviewable and extendable by negotiation.

**Responsible To:** The General Manager

**Hours of work:** 9-5 Monday to Friday with occasional weekend/evenings

**Holiday Allowance:** 20 days per year, plus bank holidays

**Notice Period:** 6 weeks

#### **CONTEXT:**

The Stoller Hall at Chetham's School of Music in Manchester, is an £8.7m concert hall, opened in 2017. Its 482-seat auditorium boasts a state-of-the-art acoustic perfect for a variety of artists and ensembles across many genres; for chamber orchestras, choirs, chamber music and recitals plus an adventurous programme of jazz, folk, pop, comedy and spoken word as well a range of conferences and events. The Stoller Hall Box Office also supports concerts by professional artists and School students in the 100-seat Carole Nash Hall, and occasionally at venues offsite.

#### **PURPOSE:**

The Venue Administrator will play a key role, assisting The Stoller Hall team in the daily running of the venue and working closely with the General Manager. The role will be varied, ranging from venue and HR administration responsibilities to providing day time box office cover and meeting and greeting/chaperoning visitors, suppliers, artists and promoters.

The role holder will interact with key internal and external stakeholders, from colleagues in the Stoller Office, the Front of House team and Venue Technical team, to School departments such as Marketing, Development, Outreach and the Music department. External stakeholders will include suppliers, agency staff, prospective clients and visitors.

#### **KEY RESPONSIBILITIES:**

The Venue Administrator will assist in the daily running of The Stoller Hall

##### HR Administration:

- Support the General Manager and school HR Manager with the administration of all HR activities, including:
  - Coordinating recruitment of Stoller Hall staff, including casual front of house staff, suppliers and contractors

- Maintaining job descriptions, person specifications, adverts, and application forms
- Advertising internally and externally and arranging interviews
- Support the on-boarding process for new starters, including offer packs, training and induction plans, following clearance processes and ensuring The Stoller Hall adheres to school recruitment criteria
- Process all changes in employee status, maintaining documentation and related systems
- Support the Front of House Manager with rota management for front of house staff

#### Financial Administration

- Support the Finance Manager with general financial administration, such as
  - Consolidating and calculating timesheets and wage costs
  - Preparing PRS calculations
  - Preparing floats for bar and box office
  - Reconciling, recording and banking bar and box office takings
  - Data entry into Excel and the finance systems

#### Venue Administration

- Utilise Artifax, Deputy.com and Ticketsolve, alongside the school's network and Microsoft office applications, to help manage the Stoller Hall diary of events
- Fielding hire enquires from artistic and corporate clients and from artists that want to be booked to feature on our programme
- Assist with managing the venue diary (booking enquires and confirming bookings)
  - Supporting the advancing of events, including sending information to artists, promoters, prospective hires and clients and seeking confirmation of event information in advance of their event
- Chaperoning visitors as and when required, in order to meet school safeguarding criteria
- Arranging parking requirements for event visitors, following the parking request process in place with the school
- Ad hoc assistance with events where required, including preparation of event sheets for staff, backstage signage
- Cover of daytime box office, e.g. to release staff for training, and cover of daytime stewards for breaks
- Managing stationery supplies
- Maintain all documentation and filing systems in line with GDPR regulations
- Any other duties as required

### **GENERAL RESPONSIBILITIES**

The Venue Administrator will:

- Promote The Stoller Hall and Chetham's in a positive and professional manner
- Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
- Be flexible and open to new ideas, understand the need for change and be willing to adapt
- Maintain a good standard of presentation
- Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences

**PERSON SPECIFICATION: VENUE ADMINISTRATOR**

**Essential**

- Good understanding of and enthusiasm for the music and the arts
- Previous office experience in a customer facing role
- Strong interpersonal and communication skills, a real team player; able to work collaboratively with a variety of internal and external stakeholders
- Good written communication skills, with the ability to adapt writing style to different audiences and contexts
- Organised and motivated, with excellent attention to detail
- Strong PC skills, able to adapt to the use of various business systems
- A creative outlook and an aptitude to learn and grow within the role

**Desirable**

- Experience of working in a music, events or conference venue
- Experience of events planning and coordination
- Experience of following HR processes and procedures
- GCSE Grades A-C

**CHILD PROTECTION AND SAFEGUARDING CHILDREN**

The post holder will be required to obtain clearance via Chetham’s from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham’s in relation to child protection and safeguarding.

The post holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham’s Child Protection and Safeguarding Policy Statements (available at [www.chethams.com](http://www.chethams.com)) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham’s, s/he must report any concerns to Chetham’s Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham’s is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham’s. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham’s recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee’s name .....

Employee’s signature .....

Date .....