

the **point**  
EASTLEIGH

The  
**Berry**  
Theatre



# SUMMER 2019 RECRUITMENT PACK

Phoenix Dance Theatre - Studio set up for the Triple Bill 2016  
Dancer: Sandrine Momin  
Photography: Richard Moran

**EASTLEIGH**  
BOROUGH COUNCIL



Supported using public funding by  
**ARTS COUNCIL**  
ENGLAND

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## Summary

Thank you for your interest in the Venue Manager role at The Point, Eastleigh and The Berry Theatre. Enclosed in this recruitment pack is some information about our venues as well as the job description and person specification.

## Venue Manager

The Point & The Berry Theatre are looking for a highly organised Venue Manager to join its team. Working across the two venues in Eastleigh and Hedge End, this is a great opportunity for a motivated enthusiastic team player who possesses a passion for the arts and a positive can do attitude. The successful candidate will have a track record in Venue Management and operations and a comprehensive knowledge of health & safety policies and regulations in a theatre or public building environment.

This role is required to work at The Point, Eastleigh and The Berry Theatre, Hedge End as well as occasional external festival locations across Eastleigh Borough. Please note that some evening and weekend working is an integral part of the job.





# About The Point and The Berry Theatre

Based in the heart of Eastleigh, The Point is a regional powerhouse for contemporary dance, aerial and circus, theatre and combined arts. We specialise in programming risk-taking contemporary performance. Our programme of professional dance, theatre, comedy and film attracts the very best British and international artists to the region.

Placing audiences at the heart of everything we do, our work enriches lives through inspirational experiences created to move you physically and emotionally.

Through creative residencies in our world-class Creation Space and through our trail-blazing Associate Artist programme, we support artists to develop new work and reach new audiences.

Engaging thousands of participants each year, we develop talent, raise aspirations and inspire the next generation; developing Eastleigh as a creative community.

The Berry Theatre presents inspirational work for children and families alongside hand-picking the very best productions from across the UK from theatre to film, live screens and comedy. The venue also has a busy Youth Theatre and runs a range of outreach work.



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## Our work

We reach audiences of over 57,000 each year and across both venues present a broad performance programme of dance, theatre, circus, comedy, family work, music and a diverse programme of community focused showcases as well as supporting our community of hirers.

The Point is an Arts Council England National Portfolio Organisation where funding is directed to our artist development, commissioning and festival work. We have an excellent reputation for both talent development, working with young people in dance and theatre, and artist development through our Associate Artist, @HOME programmes as well as a packed residency programme in our creation space and accommodation. Since the opening of this unique facility in 2009, we have enabled over 200 companies to make new work, as well as nurturing over 35 emerging associate companies to become sustainable businesses.

Arts engagement is at the heart of what we do. Over 20,000 people engage in our activity each year and we have several youth groups working in dance and theatre as well as programmes that focus on health and wellbeing and those with physical and learning difficulties. We are an Arts Award training organisation working closely with our Arts Council bridge organisation ArtsWork to deliver high quality arts projects in schools, as well as in the wider Borough of Eastleigh.

The Point and The Berry Theatre are owned and managed by Eastleigh Borough Council. There are eight areas of Arts and Culture Provision delivered at and from both venues:

### The provision consists of eight specific programmes:

- Professional performances
  - Professional artists development programme
  - Start-up provision for emerging artists and creative businesses
  - Community and commercial hire programme
  - Education engagement programme
  - Arts Development programme offering accessible participation across the Borough
  - Festival programme
  - Café/Bars and Events Programme
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## Our reason for being

We believe in the transformative power of the arts to enhance and change lives. Increasingly, the arts is being marginalised in educational settings where our young people need it most to be able to express themselves creatively and emotionally. Our programme of performances and participation at The Point is driven by our mission Moving You, where a visit to the building will guarantee a long lasting, unforgettable experience. The Berry Theatre is the place to have a great night out, where we enjoy telling the best stories. Our festivals – Eastleigh Unwrapped and Eastleigh Film Festival are all about reaching out to our local audiences and giving them special one-off experiences that you can't get anywhere else.



# Job Overview

**Role:** Venue Manager

**Job family:** Arts and Culture

**Service area:** Service Delivery

**Salary band:** £22,700-£26,675 (Band 4)

**Annual leave:** 24 days

**Benefits:** At Eastleigh, we are committed to supporting and developing all our staff and creating a culture that is inclusive, innovative and enjoyable. We offer excellent opportunities for continuous professional development and support our staff in maintaining a good work life balance through our innovative flexi time system. We also have excellent package of benefits including:

- 24 days, pro-rata annual leave dependant on service
- Flexible working arrangements and ability to accrue up to 2 days additional flexi leave per month (subject to operational requirements)
- Defined Benefit Pension Scheme
- Places Leisure, Eastleigh – 30% off Full Membership
- Confidential Employee Advice and Support Programme
- Car and Season Ticket loans
- Excellent working environment
- Support for continuous professional development
- Good work life balance

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**Reporting to:** Business Manager

**How to Apply:**

To apply please complete the online form at: [www.eastleigh.gov.uk/jobs/current-vacancies](http://www.eastleigh.gov.uk/jobs/current-vacancies)

**Closing date for applications:** Thursday 12th September

**Interviews:** Monday 23rd September

The Point and The Berry Theatre are committed to being truly inclusive. We encourage applications from groups who are underrepresented in the cultural sector including people from Black, Asian and minority ethnic backgrounds, and disabled people.

# Job description – Venue Manager

## Team purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and The Berry Theatre are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

## Role purpose

This role is responsible for the successful sales and delivery of hires and lettings as well as the day to day operational management of The Point & The Berry Theatre and West Wing; ensuring buildings are safe and fit for purpose. Liaising with the Facilities, Property Services and Health & Safety Teams, this role will take a lead in maintaining the buildings and ensuring that all activity is well planned and executed to a high standard.

## Key accountabilities

### **Our buildings**

- Working closely with the Facilities-Service Delivery teams to manage effective and timely short and medium term provision of maintenance.
- Liaising with the Facilities-Service Delivery Teams to develop and manage a rolling programme of maintenance and refurbishment.

## Compliance

- Working closely with the EBC Health & Safety team to ensure the safety of staff, buildings and equipment relating to programmed activity including those taking place outside The Point and The Berry Theatre ensuring compliance with relevant legislation.
- Work with the Business Manager to ensure that all Health & Safety checks and documentation including risk assessments are up to date
- Create and maintain effective policies and guidelines for events, ensuring agreed processes are communicated and adhered to by internal and external partners.
- Ensure compliance with all statutory EBC policies.

## Management of resources & reporting

- Working closely with other colleagues to manage The Point & The Berry Theatre's events diary ensuring the use of venue spaces is maximised to successfully deliver both external venue hire and internal events.
- Plan the use of resources including furniture, audio visual and IT, cleaning, catering and other supplies to ensure all events can be delivered to the agreed standard and budget.
- Monitor sales and invoicing process to ensure accurate financial management and reporting.
- Provide monthly reports and analysis on new enquiries, provisional/confirmed bookings
- Prepare monthly financial reports including forecast submissions and progress towards KPI's focusing on Facilities and external hires/commercial lettings.
- Participate in the formulation of pricing models for events, taking into account all risks and liabilities to ensure profitability and customer value

## Commercial

- Working with the Business Manager to develop a series of commercial events and initiatives designed to generate income.
- Promptly follow up hire and room lettings sales leads and enquiries, handle negotiations, provide quote and issue contracts ensuring all documentation is documented.
- Work with internal and external caterers to create event packages for external hires.
- Ensure an event client database is maintained within the CRM or events management system in compliance with data protection.
- Establish, maintain, develop and promote relationships with local and regional venue finding organisations, corporate clients, creative and local communities.
- Manage site visits for clients, showcasing the venue spaces and services to maximise conversion to sales
- Working with other departments, manage the operation, contracting and administration of Hirer's events and support a Hirer's community forum.
- Develop and manage the administration of all venue bookings and to be responsible for updating the venue events system.

## Communication

- Effectively manage relationships with existing and potential clients to provide a first class service and professional experience for the customer encouraging repeat business.



- Build strong relationships with managers and team members promoting a supportive culture based on excellence, professionalism and consistent communication
- Ensure high quality detailed pre-event briefings are carried out before every event to improve product knowledge and service delivery.
- Develop and implement a system of client review, customer feedback and evaluation ensuring follow-up action is taken.

## Other

- To act as a Fire Warden.
- To act as the day to day contact for all contractors and service providers.
- To share evening/weekend Duty Management as required and to be on the security call out list.
- Act as an ambassador for The Point, The Berry Theatre and Eastleigh Borough Council.
- Deputise for the Business Manager in their absence.

## Qualifications

- Educated to relevant degree level (desirable)
- Experience of building operational management, event management and sales

## Knowledge, skills and experience

- Excellent management and interpersonal skills
- Excellent verbal and written skills with attention to detail
- Record of achieving or exceeding sales and financial targets whilst maintaining margins and quality standards
- Ability to think creatively and anticipate, negotiate and solve problems to ensure the successful running of all venue hire spaces
- Evidence of business acumen and in particular commercial understanding and experience of income generation

## Commitment to Eastleigh Borough Council's values

- Interest in the arts culture
- This role will require working some unsociable hours for which time off in lieu will be given for hours worked above contract.

## Specialist knowledge

- Proven experience in a similar role including demonstrable event sales, operation and marketing experience.
- Knowledge of H&S legislation (essential)
- Knowledge of box office, staff scheduling systems (desirable)



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# Eastleigh Borough Council Behaviours Framework

Central to the delivery of the role is the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend.

This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder. This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

## Adaptability & Flexibility

Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.

## Customer Service

Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.

## Communication

The ability to communicate well through a variety of communication methods.

## Personal Improvement (own learning & development)

Ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.

## Taking Responsibility and achieving results

Ability and willingness to focus on achieving individual and organisational goals.

## Working with others

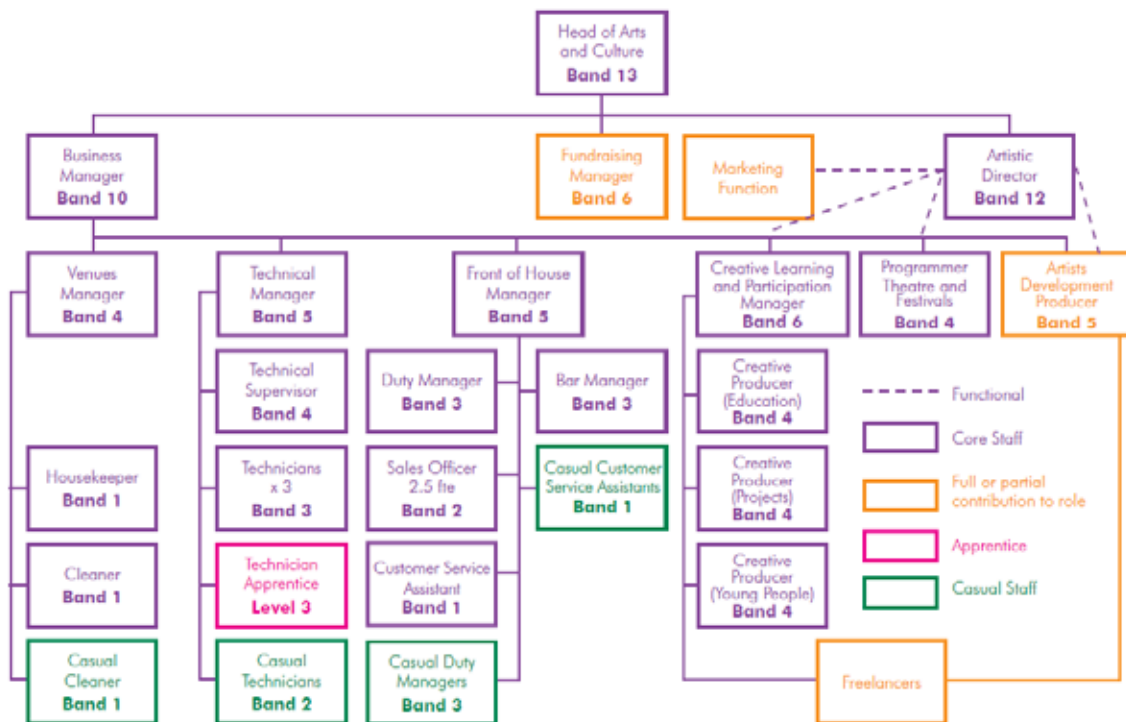
Willingness to act as part of a team and work towards achieving organisational goals and outcomes.

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## Eastleigh Borough Council Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

## The Team



## Funding

Owned and managed by Eastleigh Borough Council, The Point became one of Arts Council England's National Portfolio Organisations in April 2015.

Opened in 2011 by actor and director Samuel West, The Berry Theatre in Hedge End is joint funded by Eastleigh Borough Council, Hedge End Town Council, Wildern School alongside a co-location grant from Partnership for Schools and is supported by Hedge End, West End and Botley Local Area Committee.