

Venue Host and Co-ordinator Job Description

Role:	Venue / Facilities Host and Co-ordinator
Responsible To:	Number 18 Senior Team Leader (STL)
Dates/times required:	Part-time Flexible Hours. Evenings and weekend work required
Salary:	£11.60 per hour plus annual leave accrued pro rata
Overall goal:	<p>NUMBER 18 Venue is a social enterprise which is part of the charity Healthy n Happy Community Development Trust, located in Rutherglen, South Lanarkshire. This is an operational role to support the management of the venue in the absence of the Senior Team Leader for the venue. This role will liaise with several stakeholders, and be responsible for promoting and running our venue spaces, to increase income for the charity. The individual must have experience of managing a venue/facility and team as they will be on-duty responsible for managing the safety and smooth running of all activities, participants, staff and volunteers accessing our venue. We are looking for someone with experience of facilities/venue management, managing events/ providing hospitality and providing excellent customer experience.</p>
Responsibilities & Tasks:	<p>Venue and Facility Management</p> <p>Maintains the look and feel of the venue at all times, welcoming all guests and ensuring all event enquires are converted to bookings.</p> <p>Effectively manages the booking process from receiving enquiries, identifying sales opportunities and clarifying client requirements. Managing administrative tasks (calendars, invoicing, etc)</p> <p>Is front-facing within the venue dealing with day-to-day activity and ensuring all events run smoothly by monitoring operations, tending to incidents/queries and ensuring positive guest experiences and feedback.</p> <p>Fully flexible working to the demands of the venue and the events scheduled.</p> <p>Supporting the STL to ensure all statutory regulations and performance</p>



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standards are met, service contracts are coordinated, and that all team members and participants can effectively and safely carry out service delivery as well as providing safe and well-maintained facilities for external hire.

Team Working

Assists with ongoing team management, training and development of staff and volunteers

Undertakes effective communication between senior managers and other teams/groups

Marketing & Promotion

Regularly updates and synchs our website, timetable, in-house calendar and social media listings.

Produces posters, flyers and marketing collateral.



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Skills & Experience: E Extensive Experience in venue /facilities management including Health & Safety, Risk Assessments, managing rotas, contract management and running events and related qualifications

E Excellent customer and client service skills (online, f2f and phone)

E Excellent written, verbal and interpersonal skills

E Strong planning, attention to detail, co-ordination and organisational skills - able to work to tight deadlines, self-manage an active portfolio of work and prioritise and manage time effectively and efficiently

E Experience of Marketing & promotion using various channels and techniques

E Strong ICT skills, in particular word, excel and web-based systems

D Team Supervisory experience

Knowledge and understanding of

D Third Sector/Social Enterprises in Scotland

D Community Development

D Communities of Cambuslang and Rutherglen

D Equality and diversity, and adult and child safeguarding

Personal attributes

E Proactive, strong decision making ability and good initiative

E Confident, positive and enthusiastic

E Self-directed and self-motivating

E Non-judgmental approach

E Sense of humour

E Flexible, adaptable & responsive

Apply: Please send CV & cover letter to Victoria Ram, NUMBER 18 Venue

T: 0141 646 0123

E: enquiries@healthynhappy.org.uk