



## *Venue Hire Co-ordinator*

Salary: £21,589 – 22,462 per annum (depending on experience)

Hours: Full Time, 37 hours per week

Holiday: 20 pays per annum plus 8 standard bank holidays

Closing Date: Wednesday 24th November

Interview Date: Interviews will be the following week, to be arranged with the candidates

Place of Work: all WTM venues

Reports To: Live Events Programming Manager

Line Manager Responsibility For: none

Worthing Theatres and Museum aims to:

- ❑ Surprise and delight our audiences with visionary work of artistic excellence.
- ❑ Provide aspirational opportunities for young people ensuring the creative voices of the future.
- ❑ Cultivate creativity, supporting the next generation of artists.
- ❑ Champion inclusion, curating a diverse programme.
- ❑ Invest in our teams, making creative thinking the norm.
- ❑ Drive forward the development of Worthing's experience economy promoting positive place making and civic pride.
- ❑ Ensure financial success providing best value to the community, guaranteeing the longevity of the organisation.



## Job Description

### Principal purpose of job (role summary)

Be responsible for the co-ordination, administration, finances and delivery of private hire events in Worthing Theatres' venues and the Museum. Work with the Live Events Programming Manager (LEPM) and the Marketing team to effectively promote the venue hire offer in order to bring in new business whilst maintaining existing business and increasing venue hire income in line with budget targets.

Work with the LEPM and the IT Systems Co-ordinator to manage WTM's use of the Artifax venue management system. Oversee the Venue Hire Team daily running in the absence of the LEPM.

### Main duties, tasks and responsibilities of post holder

#### 1. Promotion and Customer Experience

- Ensure the effective and efficient delivery of all matters in relation to the hiring of Worthing Theatres and Museum venues to all hirers.
- Respond to all initial hire enquiries and requests for meetings promptly in order to maximise potential income.
- Promote the venues to both existing and potential hirers, communicating standard hire charges and arranging venue visits and meetings in order to promote the facilities and discuss hire requirements.
- Leading venue visits across all venues, ensuring these are coordinated along the events diary and with other team members.
- Refer to the LEPM for the negotiation of charges.



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- Work with the LEPM and Marketing team in actively promoting and advertising the venues for hire.
- Gather and process feedback after events to ensure WTM are offering excellent customer service to hirers. Ensure that repeat hirers are booked in the diary for future events and that hire packs are sent out promptly.

## 2. Artifax Venue Management System and Business Administration

- Ensure the security deposits and payments are received in advance of the event in accordance with procedures.
- Ensure that the required paperwork and payments have been received before confirming the hire in accordance with procedures.
- Ensure that the calendar for all venues on the Artifax venue management system is accurately maintained with respect to hires and updated in a timely fashion.
- Ensure that all information from hires paperwork has been input for the event, documents have been attached to events and any further communication has been updated on the system.
- Monitor tasks for the Venue Hire Team to ensure they are completed on time.
- Contact hirers a minimum of 4 weeks before their event to confirm arrangements in order to ensure the hire runs smoothly.
- Contact hirers prior to their event to secure payment in accordance with WTM's financial regulations.
- Chase hirers for overdue advance payments and overdue invoices to arrange payment.
- Prepare hire financial settlements and accounts in accordance with WTM's financial procedures in a timely fashion.
- Use Spektrix to pull financial box office reports to prepare financial documents.



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- Liaise with PPL PRS Ltd when required to ensure that the correct PRS rate is charged when applicable. Responsible for recording this information accurately and in a timely fashion on the PPL PRS quarterly return.
- Liaise with hirers and the Finance team about any information regarding foreign entertainers' tax and ensure this information is accurately recorded and the correct documentation received.
- Raise purchase orders and invoices in accordance with WTM's financial procedures. · Ensure that all statistical information relating to hires is accurately recorded in a timely fashion and spreadsheets maintained as required.
- Liaise with the Finance team on monthly accruals and year end accruals.
- Attend a minimum of 2 venue hires per month and work on small room hires when required.
- Ensure hirers comply with the Conditions of Hire.
- Work with the Customer Experience, Technical, Box Office and Marketing teams on event requirements.
- Assist with any other duties as required by the LEPM.

### General

1. Undertake all duties in accordance with WTM policies, in particular those relating to Customer Care and Equal Opportunities.
2. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
3. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or WTM policies.



4. Promote the service and WTM positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that WTM reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes.

Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.



## Criteria

### Essential

1. GCSE Maths and English grade C or above (or equivalent qualification).
2. An interest in Theatre and Culture.
3. Proven experience of venue hire work and events.
4. Understanding of basic VAT.
5. Knowledge and experience of PPL PRS and Foreign Entertainer Tax.
6. Strong numeracy and literacy skills.
6. Ability to analyse figures and data, and build statistical reports.
7. Ability to communicate effectively with hirers, managers, colleagues and all staff in WTM.
8. Excellent customer care skills.
9. Ability to be diplomatic and respect confidentiality.
10. Detail in all areas of work, ability to meet deadlines, manage time effectively and ability to work on own initiative while following existing procedures.
11. Proven advance experience of MS word and Excel, internet, email and a venue management/diary system.
12. Ability to develop effective working relationships with hirers and the ability to deal with any contentious issues without becoming emotionally involved.
13. An understanding of equalities and how to apply this in the workplace thinking about both customers and colleagues.

Worthing Theatres & Museum is a registered charity and pursues a policy of equal opportunities. Worthing Theatres & Museum values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from all backgrounds and all parts of the community.



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All applications are judged on merit.

