

## Venue Coordinator –Job description

Salary Grade: £23,100 pro rata

Hours of Work 19 hours on site. (usually, two full days and one-half day, with some flexibility)

Length of contract – This is a fixed term post for two years, with an opportunity to extend, subject to the success of the role.

Reports to: Director

Liaises with: Staff team; Volunteers; Members; Clients, Key Stakeholders; Community Partners

### Role overview

The **Venue Coordinator** will make an impact by maximising revenue generation for the charity from venue hire, location hire and events, at an exciting time in our history, as we reopen our newly refurbished building at the end of the year. The post holder will actively market our new spaces and create a visible, eye catching and compelling offer to attract local businesses, groups, partner organisations and other leads.

This role will lead on day-to-day maintenance, presentation, and energy consumption of the building, liaising with cleaning and maintenance contractors and utility companies as required. The post holder will recruit and book suitable volunteer front of house and tour guides and train them to maximise opportunities to recruit new members and venue clients and offer a warm welcome to all.

### Areas of responsibility and duties

- Responsible for developing clear and efficient systems and processes for booking, room set ups and packages, in order to scale up our venue hire offer
- Responsible for marketing and networking to promote venue hire at the Institution.
- Responsible for booking rooms and extra services as required, showing potential hirers the spaces and meeting individuals' requirements.
- Identifying suitable / preferred caterers who can supply services for private clients.
- Administering the venue hire process including invoicing via Quickbooks for payments.
- Liaising with the Finance Officer on invoices and payments relating to venue and building.
- Meeting the annual business income target to be agreed with the Director.
- Developing and delivering income generating events, such as business networking events and private tours.
- Maintaining the contractor database and call contractors and service engineers out as required.
- Lead on the rolling maintenance programme in liaison with Director, informed by the Quinquennial review.

- Recruit and book volunteer Front of House and tour guides, arranging training as needed.
- Lead on fire alarm tests, maintenance, and procedures, ensuring all staff are trained to deal with alarm anomalies.
- Lead on security alarm tests, maintenance, and procedures, ensuring all staff are trained to deal with alarm anomalies,
- Lead staff member for Health and Safety procedures.
- Regularly generate and contribute to social media campaigns aligned to venue hire and place.
- Write a quarterly venue hire bulletin for the newsletter and keep the venue hire webpage updated.
- Uphold the values of the DEIs charity business plan for venue hire and front of house.

## **Person Specification**

### **Essential**

Experience in leading on venue hire, location hire or income generation for venues.

Excellent written, verbal communication and interpersonal skills.

Highly organised, methodical, and able to set up new systems and processes and prioritise a variety of tasks.

Competent and confident in the use of IT including accountancy and marketing software and confident in the use of social media including FB, IG, X and Linked In.

### **Personal qualities**

Self-motivated with a positive outlook.

A highly professional manner and ability to network with external organisations and stakeholders.

Empathy and an ability to support volunteers.

Able to support other staff and work as part of a small team.

### **Desirable**

Knowledge of Health and Safety practices with a willingness to develop in this area

An interest in or knowledge of historic sites, architectural history, art history or special collections libraries.

Knowledge and application of the vision, policies, and procedures of the DEI.