## The Albany

**Douglas Way**

#### Deptford

### SE8 4AG

[www.thealbany.org.uk](http://www.thealbany.org.uk)

**Venue & Event Manager**

**Recruitment Pack**

**Job Title:** Venue & Event Manager

Responsible to: Head of Operations

**Responsible for:** Event Assistants, Premises Assistants

**Key Relationships:** Head of Technical, Food & Beverage Team, Deptford Lounge Team

**Contract:** Fixed term contract until 31 December 2024, 16-24 hours per week

 OR

Casual shifts, dependent on event rota, evenings and weekends

**Salary:** London Living Wage (£13.15/hr)

**Start Date:** ASAP

**How to apply:**

Please apply via the online platform found on our website – applications and appointments are **rolling** for this role.

**Our Hiring Policy**

The Albany aims to encourage a culture where people can be themselves and be valued for their strengths and we want our team to represent the same diversity of audiences and artists we welcome into our venues every day. We are keen to hear from a diverse range of candidates from all backgrounds drawing on different perspectives, experience and knowledge. We particularly want to encourage people who have lived experience of the Black and ethnically diverse communities we serve.

The Albany will offer an interview to anyone who identifies as a D/deaf or disabled person who meets the essential criteria.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be with supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to meet candidates’ own situations whilst meeting the needs of the organisation.

We believe in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

Recruitment contact: Ceri Ellen Payne

The Albany, Douglas Way Deptford, SE8 4AG

T 020 8692 0231 ext.206; E vacancies@thealbany.org.uk

**About the Albany**

The Albany is an arts centre committed to representing the extraordinary creativity and diversity of Deptford, Lewisham and South East London. Each year over 60,000 people attend our events, ranging from music to theatre, spoken word and family performances; and take part in our award-winning participatory projects for young people and adults over 60.

Alongside four performance spaces, a bar, café, garden and coworking hub, the Albany offers a range of low-cost rehearsal space, meeting rooms and offices for community and creative businesses. We aim to foster a welcoming and inclusive space where everyone is inspired to be creative, and where artists are supported and developed, in part through programmes such as our Associate Artists and Creative Communities schemes.

The Albany has 23 resident organisations, and manages and programmes Deptford Lounge on behalf of Lewisham Council. We are co-lead of the national Future Arts Centres network and lead partner of Fun Palaces. The Albany was Lead Delivery Partner for We Are Lewisham, the Mayor’s London Borough of Culture 2022, with over 400,000 audience members attending over 600 events throughout the year. Also in 2022, we were appointed as Lewisham’s Arts & Culture Anchor Organisation, responsible for leading sector support initiatives, facilitating networking and amplifying the creative work happening in the borough.

**The Albany Values**

1. **Open and welcoming**

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

1. **A home for ideas, creativity and action**

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

1. **A connector of people**

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

1. **Responsive and flexible**

We’re co-operative, willing to listen and adjust our approach according to the task in hand. We love seeing amorphous ideas become reality.

1. **Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham**

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people

1. **Adventurous and ambitious**

We believe that a sense of adventure is essential to achieving our vision. While we are rigorous in our approach and celebrate our successes we’re not afraid to try something new.

**Purpose of the role:**

As a key member of the Operations team, you will play an essential role in ensuring outstanding customer care and efficient operations at the Albany. Supervising the building, event and box office functions, you will lead on providing a welcoming environment for visitors, selling tickets and overseeing the seamless delivery of events.

**Main objectives:**

* Provide exceptional customer care to all individuals
* Oversee day-to-day building operations, including Health & Safety and security
* Fulfil Reception, Stage Door and Box Office functions
* Maximise sales opportunities and promote the use of all our services
* Achieve exceptional event delivery through detailed operational planning

**Key Responsibilities**

**Core:**

* Oversee daily venue operations, maintaining safety standards and offering an informed and positive experience for all visitors
* Run the Albany Reception and Stage Door, providing informative, efficient and welcoming service
* Use Artifax to coordinate resources and space bookings, process and chase payments
* Operate Spektrix for ticket sales, memberships and donations
* Communicate effectively across teams, including resident organisations and partners
* Ensure the cleanliness and good presentation of facilities; create a welcoming atmosphere throughout the venue; supervise Premises Assistants
* Manage contractor access, implement Health & Safety controls and address maintenance issues, using Core Vision to log and escalate
* Handle incoming enquiries and provide administrative support
* Work flexibly and actively across the building, carrying out patrols, manual handling tasks and occasionally working at height.

**Events:**

* Ensure smooth event delivery: managing audiences and preparing for events by inducting visiting companies and compiling event briefings
* Prepare box office systems and equipment (both in advance and on event days), including complimentary ticket allocations, guest lists, alternative ticketing, ticket scanners and walk-up sales
* Assist with Spektrix administration: processing group sales, complimentary tickets, scheduling reports, and building offers, as instructed by Deputy Operations Manager
* Recruit, train and manage front of house event staff, ensuring cost-efficient use of people and resources
* Proactively identify challenges for staff and visitors in their use of the building, anticipate safety issues or potential conflicts
* Collect and action visitor feedback, dealing with complaints promptly
* Ensure the Albany meets its licensing requirements
* Support the Food & Beverage team in their planning and event delivery

**General Responsibilities**

* Provide outstanding customer service that is open, welcoming, knowledgeable, efficient and proactive, upholding sector-leading service levels and procedures
* Act as fire warden, first aider and lead on emergency evacuations and similar procedures
* Be expert users of relevant software (including Artifax, Spektrix, StaffSavvy, Outlook, Sharepoint & CoreVision) and provide training on these systems to casual team members
* Assist with general administration, data collection, reporting and research
* Maintain accurate customer data and uphold data protection
* Responsible for banking of cash and card payments, including the investigation, resolution and reporting of inaccuracies
* Uphold the Albany’s values, objectives, and policies, particularly promoting equality, diversity and inclusion, contributing to sustainability strategies and working groups
* Undertake other duties as reasonably required

**Person Specification**

**What we're looking for from you**

**Essential criteria**

Please demonstrate your experience with the essential criteria in your personal statement. We welcome applicants who can demonstrate experience of the following in a wide variety of ways, including with non-traditional work experience

* Relevant experience working in a live events venue
* Experience overseeing building operations, Health & Safety and security
* Exceptional customer service and interpersonal skills
* Ability to problem-solve with a positive attitude, resolving challenges efficiently and diplomatically
* Ability to adapt to a dynamic work environment, responding quickly to changing priorities, working well under pressure
* Well organised, able to manage time and prioritise tasks effectively
* A proactive and solution-oriented mindset
* Ability to work collaboratively and to deadlines
* Punctual and reliable
* Strong administrative and confident computer skills (particularly Outlook and Excel)
* A flexible approach with a willingness to learn about all aspects of the Albany’s work
* Commitment to upholding equality, diversity, and inclusion

**Desirable criteria:**

* An interest in working with diverse communities
* Personal alignment with the values and objectives of the Albany
* Experience in managing complex customer expectations, or advanced customer service skills including conflict management
* Previous experience in leading a team, including recruitment, training or scheduling
* Use of venue management software such as Artifax and Spektrix for resource coordination, room bookings and ticket sales
* Experience in fostering positive team culture, motivating staff to deliver exceptional service
* Experience managing contractor access and addressing maintenance issues
* Personal License holder or knowledge of licensing requirements for venues
* Significant cash handling experience supported by strong numerical competence

**You have reached the end of the job pack.**

**We welcome feedback about how you found your recruitment journey with us at vacancies@thealbany.org.uk**

**We’re looking forward to hearing from you.**