

the Albany

Venue & Events

Manager

Information Pack

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, we offer 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.



Responsible to:

Head of Operations

Responsible for:

Event Assistants, Premises Assistants

Salary:

London Living Wage (£13.15/hr)

Hours:

Fixed term contract until 31st December, 16-24 hours per week

OR

Casual shifts, dependent on event rota, evenings and weekends

Key Contacts:

Head of Technical, Food & Beverage Team, Deptford Lounge team



Albany Values

Open and welcoming

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

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.

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.

Responsive and flexible

We're co-operative, willing to listen and adjust our approach according to the task in hand.

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

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 building, event and box office functions, you will lead on providing a welcoming environment for visitors, selling tickets and overseeing the seamless execution 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 execution: managing audiences and preparing for events by inducting visiting companies and compiling event briefings, risk assessments or other plans, strategies and paperwork as appropriate
- 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, including rotas (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
- 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 and reconciliation 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

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.



Person Specification

What we're looking for from you

Please demonstrate your experience with this 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.

If you only have experience with some of these points, please do still apply!

Essential Criteria:

- 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 challenges and changing priorities, working well under pressure
- Well organised, able to manage time and prioritise tasks effectively
- Strong administrative and confident computer skills (particularly Outlook and Excel)
- A proactive and solution-oriented mindset
- Ability to work collaboratively and to deadlines
- Punctual and reliable
- 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 or managing a team, including recruitment, training or scheduling
- Use of venue management software such as Artifax and Spektrix for resource coordination, space 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





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The Albany is a registered charity number 1112521

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