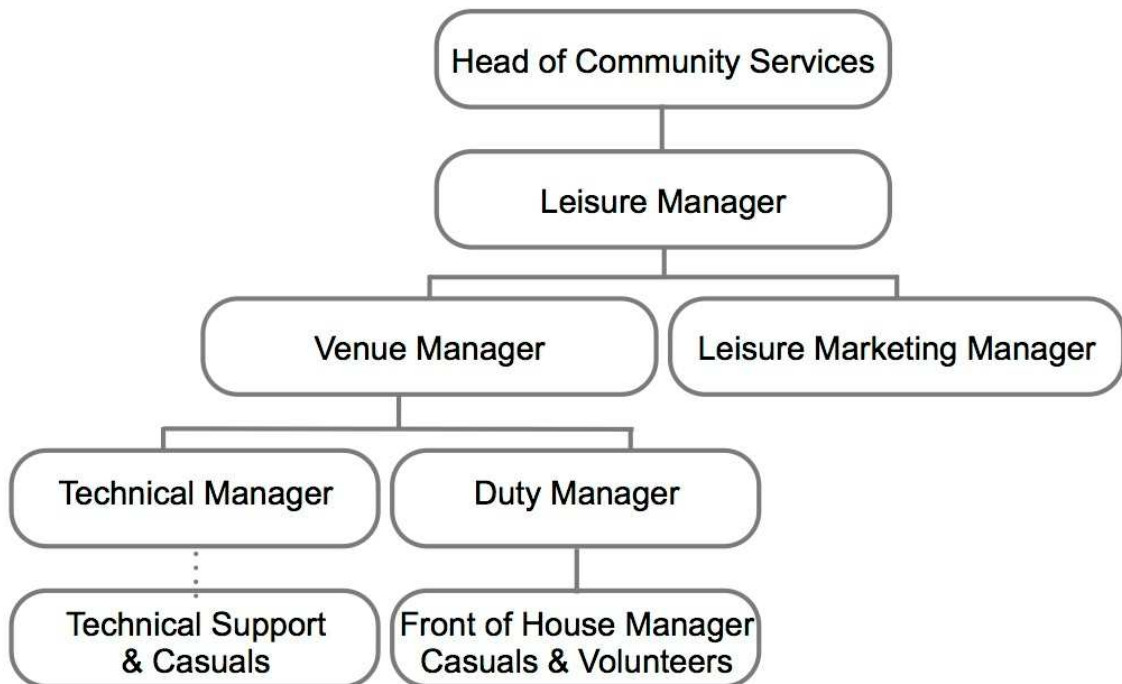


Job Description

Job Title:	Watersmeet Venue Manager	JE Ref:
Post Number:	CE 0624	
Service/ Department:	Leisure and Community	Section: Leisure
Salary band:	PO4	
Location:	You will normally be based at Watersmeet, or any such other place of employment within the remit of Three Rivers DC as may be required.	
Hours per week:	37 hours per week.	
Driving licence requirement:	Not applicable.	
Payment Allowance:	Inner Fringe Weighting allowance	
Responsible to:	Leisure Manager	
Responsible for:	Watersmeet staff, volunteers and contractors	

PLACE IN ORGANISATION CHART OF DEPARTMENT:



Purpose of Role:

- To oversee all aspects of business development and operational management for

Watersmeet.

Key Accountabilities/ Responsibilities

- **People and Organisation Management –**
- Manage staff resources as appropriate – Responsible for the management of staff and volunteers, including recruitment and training
- Responsible for assessment the performance of staff via performance development reviews, taking action to ensure staff and volunteers are given guidance and appropriate training in all aspects of their work
- The development, maintenance and monitoring of a comprehensive business plan for the venue, covering hire, film programme and pantomime operations
- Manage customer care, marketing and business development initiatives to achieve effective service delivery and a high level of public satisfaction
- Liaising with the pantomime producer over all aspects of the annual pantomime
- Liaising with the Leisure Marketing Manager over marketing opportunities for the venue
- Report to the Leisure Manager on strategic developments and policy options for Watersmeet
- Carry out as appropriate duties as instructed by the Leisure Manager and Head of Community Services.
- **Finance and budgetary control –**
- To manage budget preparation, control and monitoring of the service to ensure accountability
- Be responsible for ensuring capital projects are programmed and administered effectively and within capital funding, standing order regulations and according to Committee requirements.
- **Premises, equipment or information –**
- To ensure all contractors follow the Council's health and safety policies and to ensure relevant paperwork is obtained prior to commencement on site
- To manage the Health and Safety procedures for all venues used and to ensure all staff, volunteers and hirers are aware of their obligations with regards to Health and Safety
- To ensure that all regulations and conditions relating to the Premises Licence are observed by venue staff and all hirers. To act as Designated Premises Supervisor
- To be responsible for all aspects of building and equipment management, including planned and preventative maintenance, inventories, capital programmes and energy management (with support from Sustainability section).

Key Performance Indicators:

- To meet budgetary targets across the service area
- To ensure that customer satisfaction and feedback is maintained at a high standard
- To meet Pantomime usage and financial targets
- To motivate staff team and volunteers to deliver excellent standards.

Key Relationships:

- Hirers and potential hirers
- Licensing authorities
- Daniel Sharpe Academy and Daybreak Nursery
- Friends of Watersmeet
- Panto producer
- Members of the public.

Important Notes Relating to Duties:

In dealing with any form of contract or tendering procedures on behalf of the councils, the holder of this post is personally responsible for ensuring that she/he:-

- Is familiar with the relevant requirements of the Council's constitution, Contracts procedures, Rules and Financial Procedure Rules, Officer Code of Conduct and other management guidance that may be given from time to time;
- Complies with these formal requirements and related procedures; and
- Seeks advice from a more senior officer or an officer with specialism in subject area if in any doubt about the proper course of action.

PERSON SPECIFICATION

This section presents the knowledge, skills, experience, personal qualities and qualifications that are considered essential for a person being deployed to this role.

Knowledge/skills/qualifications:

- An appropriate degree level qualification or equivalent demonstratable knowledge and skill gained experience
- Must demonstrate a strong will to promote customer care and self-assessment as a means to service improvement
- Must comply with the Health & Safety requirements of the Health & Safety Act for a competent person.

Experience

- At least 3 years working in a venue or/and leisure environment
- To hold or be capable of acting as Designated Premises Supervisor
- Experience of managing revenue and / or capital budgets
- Experience of project management
- Experience of supervising capital projects
- Experience in leading staff or partnerships
- Marketing and publicity experience
- Experience of setting up and running successful community projects
- Experience in liaising with Councillors.

ICT/ technological aptitude

- Must be computer literate, and experience of Windows, Word, Outlook, Excel and box office systems.

Personal qualities

- Dynamic individual with a 'can do' results driven approach and attitude
- Demonstrates trust, openness and respect in dealing with people, partners and contractors
- Flexible approach to tasks and workload
- Able to work to tight deadlines
- Flexibility to work unsocial hours as and when the post demands.

How we work

This is our generic behaviours and attitudes framework against which our performance is measured
(For full detail see the How we Work framework)

Clusters	Key Themes	Level needed* (1 – 4) *See guidance below
We deliver results	Manage performance	3
	Manage resources	3
	Manage change	3
We set an example	Fairness	3
	Integrity	3
	Accountability	3
	Image	3
We develop and grow	Personal development	3
	Challenge	3
	Innovation	3
We work together	Working with customers and colleagues	3
	Communication	3
	Leadership	3

How to map the 'How we work' levels to posts

Grade for WBC and Shared Services	Up to Band 5	Band 6 - 9	Band 10 + / Chief Officers
Do not manage staff	1 or 2	2	4
Manage staff	3	3	4

Grade for TRDC	Up to Scale 6	S0, PO MG1 MG2	MG3, MG4 and above
Do not manage staff	1 or 2	2	4
Manage staff	3	3	4

Politically Restricted Posts

Under the Local Government and Housing Act 1989 (as amended), posts that are either specified under that Act or posts that are defined as sensitive under the Act because the post holder is required to either give advice on a regular basis to the executive or any committee of the Council, or speak on behalf of the Council on a regular basis to journalists or broadcasters are 'Politically Restricted'. This means that the post holder is restricted in terms of public political activity. For further information with regard to this please contact Human Resources.

This post is not politically restricted.

Job Share:

Job Share will not be considered for this post.

Equal Opportunities:

The Council fully supports the terms of The Equality Act 2010. We are an equal opportunities employer and do not discriminate on any grounds. We want a diverse workforce which reflects our community and welcome applications from everyone regardless of age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity and marital or civil partnership status.

We are also committed to improving opportunities for people with disabilities, and are a registered 'Two Ticks' employer. If you have a disability and demonstrate that you fulfil the person specification criteria for the role on your application form, you will be invited for an interview. If you feel that you could carry out this post with some adjustments, please let us know. If you require particular arrangements made for interview etc (e.g. signing, access), please indicate this on your application form.

Job description:	Name	Date
Written by (Manager)	Ray Figg	23 November 2015
Agreed by (Manager)	Chris Hope	24/11/15
Approved by (Human Resources)		