

Venue Administrator



Job Description
Person Specification

April 2021

G Live is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Trafalgar Entertainment Ltd, one of the largest entertainment Groups in Europe.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

- Employment type:** Full Time,
- Salary:** c.£27,000 p.a. dependent on experience, ability and potential
- Bonus potential:** At the completion of a full year's service you will have the opportunity to earn a performance-related discretionary bonus of up to 5% of your basic salary, linked to successful achievement of agreed objectives.
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours may include evenings, weekends and Bank Holidays.
- Work location:** You will be based at G Live, London Road, Guildford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Venue Administrator's contribution to the achievement of G Live's financial and service targets is to provide robust, cohesive and comprehensible systems of administration and internal communication. The administrator post is at the heart of the venue's relationships with promoters, hirers and event organisers and is the conduit for event critical information between internal and external stakeholders. This is a fast-paced, dynamic and engaging role within a busy multi-purpose entertainment and events' venue
- Our ideal candidate:** A "can-do" positive professional with great communication skills, excellent organisational skills and strong time management skills to achieve challenging business targets.
- For an informal discussion contact:** Derek Aldridge, Director
07880 035550 daldridge@glive.co.uk
- Closing date:** Monday 17 May 2021
- How to apply:** Please complete the application form and e-mail to daldridge@glive.co.uk

REPORTING

You will report to the Venue Director.

The posts you will line manage in this role include part time administrative support.

KEY ACCOUNTABILITIES**Administrative**

- Provision of a clear and operationally effective administration and information support system for all departments – this includes working with the General Manager to ensure that stage door staff support the administration function at G Live.
- Accurate and timely undertaking of the following administration functions; maintenance/management of the franking machine; sales and purchase invoice processing; coordinating IT support issues (including liaising with HQT / external support providers); and photocopier maintenance.
- Production and dissemination of accurate and timely minutes of all meetings, as required
- Collate all necessary advance information relating to events/shows coming to G Live and ensure these are distributed to relevant departments and are kept up-to-date. This will include, where required, meeting with event organisers in advance to run through requirements.
- Act as the central administrator of the Artifax diary management room booking system.
- Coordinate G Live's training provision and the maintenance of staff training records and the Health and Safety Portal, in liaison with the Facilities and Buildings Manager.
- Responsibility for disseminating information on HR policy and procedures, as required by the venue director, as well as maintenance of HR files (holiday and sickness records for all staff), new employee offer letters and contracts, and managing the induction process for all new starters at G Live.

Events

- As required by the Venue Director, provide available dates to promoters.
- Coordinate the 'advancing' of all shows, concerts and events with the event organiser including ensuring that all event critical staff, equipment and services are booked in a timely manner, either directly or via other internal departments.
- Management of an event tracker system to ensure progress is routinely and regularly monitored and reviewed for contractual, financial and operational show and event requirements.
- Accurate and timely creation of contracts, on sale sheets, deposit invoices, hire fee balance invoices and final settlements for shows and events; their timely despatch, and ensuring their prompt return by producers / promoters as appropriate.

- Management of the administration of all hire enquiries and bookings relating to shows, concerts and events (excluding hospitality events, but including regular studio non-performance bookings).

Financial

- Accurate input of casual and permanent wages. Making sure all departments log timesheets in an accurate and timely manner.
- Prompt, comprehensive and accurate preparation and dissemination of financial and sales-related data, including (but not limited to) daily ticket and sales reports, sales trackers and advance sales reports to producers / promoters.
- Control of Administration Department budget lines, including; Training, Office Equipment, Postage, Uniforms etc. and monitoring the use of the company credit card, authorising spend and monthly reconciliation.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.
- Willingness to work weekends, evenings and bank holidays if required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Experience of managing office systems including personnel, diary, filing and information sharing systems
- Proven successful experience of the management of teams or individuals, so as to achieve their agreed personal targets, as part of achievement of overall business and service targets.

Skills

- Proven ability to effectively work in a very busy, pressurised and multi-tasking environment with outstanding organisational skills
- Literacy, numeracy and IT skills at levels appropriate for the successful performance of duties and responsibilities of the Post.
- Excellent communication skills and an excellent manner with “customers” of all kinds, including colleagues, artistes, production staff, and visitors to G Live which is consistent with the venue’s Customer Service Standards

Knowledge

- An understanding of financial systems and an ability to work accurately with Excel spreadsheets
- A knowledge of organisational systems to ensure discreet departments can coordinate their work

Attitude

- Enthusiasm for the arts and entertainment sector
- A ‘can-do’ attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

Desirable

- Knowledge of arts bespoke diary management systems
- Experience of working in an arts or leisure centre