

JOB DESCRIPTION



Job title:	Events & Bookings Manager – Maternity Cover
Salary:	£25,000 p.a.
Hours:	Full time, five days per week (37.5hrs)
Duration:	Fixed term – maternity cover (minimum 10 months)
Reports to:	Centre Manager – Stretford Public Hall
Responsible for:	Casual staff & volunteers

JOB OVERVIEW

The main tasks of the Events & bookings manager will be to:

- Work alongside staff and Board members to deliver a vibrant and accessible programme of cultural and community events at Stretford Public Hall
- Manage all room booking and hire enquiries, including managing relationships with regular users of the hall and partner organisations
- Manage all commercial room hire packages, including weddings and conferences
- Managing a small team of casual hospitality staff and regular volunteers who will assist with events and commercial hires.

The role is five days per week, with some weekend working required, as well as occasional evening / late night working. We are looking for someone to start in late September 2021, to work alongside our Events and Booking Manager before they go on maternity leave in late October 2021.

Event management

- Management of the booking and delivery of **large external events** at the hall, including conferences, weddings, private parties and other large events. To include:
 - Work with hirer to produce detailed proposal for external events and ensure all events meet the hall's Booking Policy
 - Liaise with clients to find out their exact event requirements and make sure they appreciate all building restrictions, capacity, activities, planning permission & licensing etc
 - Handle client queries and make arrangements for building management on the day of the event to ensure that all runs smoothly and to budget
 - Ensure appropriate staffing and management of all events, including hospitality, security and building management staff.
- Delivery, staffing and management of large **internal events** at Stretford Public Hall, including regular cinema nights, live music nights and other community events. To include:
 - Working with the hall's community programming panel to produce proposals for community-led events (including timelines, activities, suppliers, staffing and budgets)
 - Ensure event plans fit within planning and licencing restrictions, and legal restrictions, and to carry out risk assessments
 - Organise additional equipment, suppliers, contractors, and if necessary negotiate prices and hire

For all events

- Work alongside the Hall's Manager to ensure adequate facilities for car parking, traffic control, security and first aid
- Make sure that insurance, legal, licencing, and health and safety obligations are followed
- Manage the set up and break-down of all events, ensuring no damage to the building.
- Management of stock-control and ordering of all stock for café / bar / hospitality as needed.

Room bookings & commercial hire

- Manage all room hire and venue bookings, liaising with people and organisations, raising invoices for deposits and payment, and ensuring all bookings are in line with the hall's Booking Policy
- Improve the offer and facilities for hires, in line with our capital investment programme, ensuring a high quality, professional room hire offer.

Financial management

- Ensuring all transactions are handled in line with Stretford Public Hall's financial policy and procedures
- Ensuring all events are appropriately budgeted and costed, in line with annual budget allocations
- Setting up and managing online and on-the-door sales tickets sales for events
- Ensuring all staff are appropriately trained in cash handling and cashing up

Management of casual staff and volunteers

- Recruitment and management of casual hospitality staff (bar staff and duty managers)
- Line management of casual staff team, managing performance and ensuring appropriate training and professional development
- Management of staff rotas and event schedules, ensuring adequate staffing for all large events and commercial hires
- Development of events volunteer roles, and recruitment and management of volunteers for these

Communications

- Work alongside other hall staff to ensure events and room hire opportunities are appropriately marketing and promoted as appropriate.
- Ensure room hire and booking enquiries are appropriately tracked using the hall's database system.
- Use social media (Facebook, Twitter, Instagram and other channels) to promote the Hall and its offer
- Maintain relevant website content and information about events and room hire is always up-to-date, relevant and well presented.