



**CHIPPENHAM
TOWN COUNCIL**

Improving the quality of town life

Job Description

Job Title: Head of Venues

Reporting to: Director of Community Services

Contract: Permanent, Full Time

Hours: 37 hours per week

Location: Chippenham Town Hall and the Neeld Community & Arts Centre

Salary: £37,890 to £39,880, Spinal Column Points 34 - 36

Responsible for: Facilities Supervisor, Venues Booking and Box Office Coordinator, Technician, Duty Officers, Cleaning Assistant, Casual Halls Staff.

Other Primary Relationships:

- Line Managed by the Director of Community Services
- Serves as a member of the Extended Corporate Management Team
- Council Members
- All users of the venues and suppliers of goods and services.

Main purpose of Role:

To ensure the smooth operational management of the Council's venues, with a busy programme of community, private, corporate, and civic events. The post holder will be familiar with building management and have a good working knowledge of statutory requirements in relation to health and safety and licensing compliance.

Main Duties and Responsibilities:

Programming and Production Delivery

- Lead on artistic programming, its promotion and technical delivery.
- Co-ordinate a vibrant, popular, and ambitious programme that will appeal to a wide range of audiences, including entertainment, educational, sporting, and social activities.
- Be responsible for the venues Business Strategy and deliver a balance of bookings and a varied and engaging programme, on time and within budget.

- Ensure that potential programming ideas are assessed in terms of their practical, technical, and financial feasibility and once approved, are correctly contracted.
- Develop good working relationships with promoters, agents, artists, arts groups and organisations, partners, stakeholders, funders, and sponsors.
- Balance the events programme with other uses of the facility, e.g., commercial hires.
- Use freelance technicians as necessary to ensure a smooth and professional show day.
- Ensure the smooth operational management of the venues and that they are compliant with statutory licencing and health and safety regulations.

Community and Development:

- Work closely with other Heads of Service in outdoor services, sport and leisure and heritage on collaborative projects.
- Build on existing relationships, help access new markets and bring in new audiences.
- Engage a wide range of partners in the locality including schools, other arts organisations, amateur companies, community groups etc. to maximise the benefits of partnership working.
- Respond to community needs and seek opportunities to develop the Neeld's role locally.
- Work in partnership with local venues and theatres to avoid diary conflicts where possible and maintain positive working relationships to the benefit of all.

Promotion:

- Strengthen the Council's venues position in the arts and leisure market, promoting the venues for the town and surrounding areas, developing an attractive destination for residents and visitors alike.
- Maintain the positive image of the Council, building its reputation with the public, achieving best value, and maintaining the highest standards of customer care.
- Work with the Head of Marketing and Communications to promote the Neeld effectively and imaginatively. Use a full range of marketing and communication platforms to promote and establish a programme suitable for local audiences across a range of activities and events, maximising potential income.
- Position the Town Council's venues as the places of choice for community events, private functions, weddings, conferences, and markets.

- Contribute to raising Chippenham's reputation as a cultural and social hub in the region, ensuring the Neeld and other venues are a major contributor to this.
- In conjunction with the Director of Community Services and Head of Communications and Customer Services, develop and implement an audience development and marketing action plan.

Box Office and Marketing

- Line manage the Venues Booking and Box Office Coordinator to develop the box office and ticketing system, including online booking facilities.
- Ensure all sales and associated reporting are delivered accurately and efficiently to promoters and service users.

Finance:

- Strategically manage the venues budget to ensure future sustainability and the maintenance of proper fiscal controls.
- Be responsible for delivering on agreed financial targets, reporting on a monthly basis.
- Develop the revenue stream strategy for the Neeld, building an entrepreneurial and diversified approach to income generation to ensure future sustainability.
- Contribute to the annual budget setting process.
- Through responsible programming, ensure the Neeld achieves best value on shows and does not expose the Council to unnecessary commercial and reputational risks.
- Through the use of forecast models, regularly monitor the performance of the professional programme budget for monthly reporting processes.
- Work with the Head of Finance to ensure shows are settled efficiently in liaison with the agent and that monies are reconciled against the Council's accounts.

Staff:

- Ensure the smooth operational management of the venue, delivering the highest standards in customer service.
- Manage and motivate a collaborative and inclusive staff ethic by communicating openly and engaging staff in work planning and decision making.
- Ensure high levels of engagement from staff, an understanding of the aims of the Council and how their individual performance contributes to improved services and reputation.

- Develop the structure and skills within the team to future proof the Neeld and other venues as a valuable community asset.

Future Plans:

- To contribute to plans for the development of the Neeld’s site and facilities.

Health and Safety/Security

- Ensure that any incidents are reported at the earliest opportunity.
- Act as a key holder of the building and be responsible for opening and locking up the building when necessary.
- The postholder must take reasonable care for the health and safety of themselves and any other persons who may be affected by their work and report any hazardous conditions or practices which may cause injury to people or property.
- Co-operate with the Town Council to help ensure that all statutory provisions and regulations are complied with including the Health & Safety, Fire Regulations, COSHH and Licensing regulations.

Other:

- Manage events as required.
- Work with senior management and Councillors to prepare reports and presentations for Council meetings.
- Attend Council, Committee, Working Group and Management meetings, including some evenings.
- Work evenings, weekends and bank holidays as required, with time off in lieu.
- Observe and promote Chippenham Town Council’s policies and procedures.
- Represent the Neeld and Chippenham Town Council at conferences, meetings etc. as required.
- Undertake any other duties required by the management of the Town Council which are applicable to the grading or nature of the post, and which do not change the general character of the duties, or the level of responsibility entailed.

Person Specification	Essential	Desirable
Experience		
Confident and resilient arts or venues senior manager who is used to working in a fast-paced environment	✓	

Strong background in operations management in a public facing multi-use site with a high footfall	✓	
Working knowledge of statutory licencing and fire regulations	✓	
A proven track record of delivering a sustainable arts and entertainment programme in small to medium sized venue	✓	
Experience and understanding of partnership and collaborative working, ideally with both commercial and voluntary sector partners	✓	
Track record of developing new and diverse audiences	✓	
Knowledge of technical theatre management in lighting, sound, and stage		✓
Qualifications		
First Aid		✓
Personal licence holder		✓
Skills		
Time management with flexible approach to working	✓	
Planning and delivery skills to deadline and within budget	✓	
Proactive, hands on and positive attitude with strong motivational skills	✓	
Strong commercial business acumen and negotiating skills	✓	
Excellent written and verbal communication and presentation skills	✓	
Interpersonal skills and the ability to work collaboratively with colleagues at all levels internally and externally	✓	

Equal Opportunities

Chippenham Town Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender, or marital status.