



English Folk Dance and Song Society

VENUE OPERATIONS MANAGER for CECIL SHARP HOUSE

The English Folk Dance and Song Society (EFDSS) is seeking an experienced professional to manage the day to day operation of its home and arts centre Cecil Sharp House.

BACKGROUND INFORMATION

EFDSS is the national development organisation for the English folk arts. It is multi-faceted, being a membership society (3,000 members); England's folk arts centre (Cecil Sharp House); an education, training, and creative development agency; an advocate and lobbyist on behalf of the folk arts; and custodian of the Vaughan Williams Memorial Library (VWML), England's folk music and dance archive, which was awarded designated status by the Museums, Libraries and Archives Council (MLA) in 2011.

Cecil Sharp House (CSH) is a 1930s Grade II listed building, purpose built to be the home of the English Folk Dance and Song Society and the Vaughan Williams Memorial Library. The Vaughan Williams Memorial Library is England's national folk music and dance archive and 'the most important concentration of material on traditional song, dance and music in the country' (MLA 2011).

Cecil Sharp House offers five main spaces which are hired to a range of activities including public concerts, dance classes, theatre, dance & orchestra rehearsals, trade fairs and conferences. Regular clients include the BBC, The London Symphony Orchestra, English National Opera, Phil McIntyre Entertainment, the Sunday Papers, and the London Gay Men's Chorus. Spaces are also hired for parties and weddings, with catering provided by Pink Foods, our café/bar franchisee. Cecil Sharp House hosts some 600-650 public events per year – EFDSS events and regular hires for social dances, courses and classes, and concerts. There is the equivalent of c150 days of hires per year.

The busy EFDSS performance programme at CSH has included some of the biggest names in folk music - Martin & Eliza Carthy, the Young'Uns, Catrin Finch & Seckou Keita, Martin Simpson and Kate Rusby as well as new and emerging artists. The building itself has also appeared in films, television programmes, as a location for fashion shoots and for recording music.

In 2013 the building was made step-free with the installation of a lift and refurbishment of public areas. This now enables access to all floors including the offices, enabling greater access to our events and facilities. A restoration of the main space, Kennedy Hall took place during 2015/16 with hearing loops installed into this and one other hall, and there are plans to further develop the facilities to improve the hirer and visitor offer in the next few years. Streaming equipment will be installed by January 2022 and will be made available to hirers.

EFDSS is an Arts Council England National Portfolio Organisation.

JOB DESCRIPTION

Job Title:	VENUE OPERATIONS MANAGER
Based at:	Cecil Sharp House, 2 Regent's Park Road, London, NW1 7AY
Reporting to:	Business Development & Operations Director
Responsible for:	Box Office & Reception Administrator Duty Managers and Event Assistants Volunteers

Job Summary

To manage the day to day operations at Cecil Sharp House (CSH), ensuring that it is fit for purpose as a vibrant arts centre, specialist library, and hires venue; ensuring high quality customer service both at the venue and online via the box office, and ensuring equality, diversity and inclusion are at the centre of every action and decision.

Key Responsibilities

Building Management

1. Ensuring the building and its external space is fit for purpose by managing the day to day facilities including cleaning, Health and Safety (H&S) and maintenance.
2. Co-ordinating regular maintenance contracts, working with the Business Development & Operations Director and maintaining the relevant reports and logs on maintenance, H&S, etc... (see below).
3. Maintaining equipment, in particular lighting and sound equipment, projectors and screens and other equipment required for EFDSS events and hirers. Ensuring training as required is provided to front of house staff and other EFDSS staff in the use of such equipment.

Visitor Service

1. To ensure that all front facing staff are well presented, motivated and trained to provide excellent customer care to all building users, and are fully informed about the EFDSS programme, hires and any other activities within the building eg maintenance needs/capital projects.
2. To ensure consistent and well managed information is displayed throughout the building (liaising with the Marketing Department as necessary) and that the Cecil Sharp House brand is presented professionally and clearly at all times.
3. To maintain the Box Office system Spektrix (managed by the Marketing and Communications Director) and to work with the Marketing and Finance teams in supporting staff in its correct use, including the implementation of high standards of data accuracy.
4. With the Business Development & Operations Director, to develop and implement a robust customer-relations and care policy which ensures all customer-related complaints, incidents and accidents are logged and resolved as quickly as possible.
5. With the Business Development & Operations Director, to lead on the development and implementation of the venue's access policy and ensuring that the venue meets the aims of the Attitude is Everything Charter of Best Practice.
6. To ensure that front-of-house staff, including Venue Operations Manager, have up-to-date first aid training, providing first aid, if needed, and investigating accidents or incidents if required.
7. To work with Pink Food staff to ensure quality customer service.

Managing Events and Hires

1. Working with the Box Office and Reception Administrator to ensure that all ticketed events (EFDSS and hires) are detailed on the Box Office system (Spektrix) and daily reports are generated on sales (automated), liaising with other departments as required.
2. To plan and manage the Front of House operation for all EFDSS events (performances, classes, conferences, training events etc) at CSH including staffing, technical, cleaning, and catering (liaison with Pink Food).
3. In collaboration with the Venue Sales and Events Team to ensure that a comprehensive briefing takes place before the event with the key staff on duty, which includes emergency procedures.
4. To ensure end of day reports and final box office sales reports are produced by Duty Managers/Box Office and distributed to the relevant staff.
5. To act as Front of House manager as and when required (eg holiday/sick cover).

Health and Safety

1. Assist the Business Development & Operations Director in the implementation of the company's Health and Safety (H&S) policy including undertaking risk assessments as appropriate; maintaining auditable records as required by law; and keeping abreast of changes in H&S legislation and best practice, implementing as required.
2. To ensure the highest standards of H&S and hygiene are maintained by the Caretaker, Catering Franchisees and Cleaners, including holding regular review meetings with Cleaners and the Caretaker.
3. To ensure clear and appropriate H&S and evacuation signage is maintained throughout the building and induct all EFDSS staff and hirers necessary aspects of H&S, specifically the emergency evacuation procedures, fire drills, use of Evac chairs, and basic First Aid provision as required.
4. To be a key holder for the building and act as the main point of contact for the alarm monitoring company for out of hours call outs and routine maintenance visits.

Staff Management

1. To line manage and develop the Front of House Team by motivating, training, supporting, and reviewing the performance of all team members regularly.
2. Organise staff and volunteer rosters so that all shifts and events are staffed adequately and appropriately, and within budget. Record staff hours worked for payroll and sign off holiday requests.
3. To communicate with, support, direct and supervise the wider freelance operations team – technicians, cleaners, and any other contractors, and to liaise and work with Pink (the catering/bar franchisee) and their staff.

Finance and Administration

1. To ensure that all Duty Managers and Box Office staff are aware of and adhere to accurate cash handling, banking, and reporting procedures.
2. Providing time-sheets for front-of-house staff as required to the Finance Officer for salary payments.
3. Working with the Operations Director on managing the premises budget and identify opportunities for money saving.

Other

1. To be an ambassador for EFDSS.
2. Other duties as deemed appropriate by the line manager and/or Chief Executive.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed by the post holder and line manager as required.

PERSON SPECIFICATION

Essential Experience:

- Front-of-house/visitor services in a public/arts/leisure building.
- Experience of leading, managing, motivating and training a team of staff and volunteers.
- Experience of meeting the needs of a wide diversity of audiences and visitors - including people with disabilities and young people.
- Experience of delivering excellent customer service and developing and implementing customer care initiatives.
- Experience of working with artists and technicians.
- Ability to work with computer programmes eg Microsoft Office, databases etc.
- Knowledge of Equal Opportunities and Equality legislation and practice.
- Knowledge of current Health & Safety, Licensing and Fire Safety legislation and practice.
- Knowledge of Box Office operations, ticketing systems and understanding of related financial procedures.

Desirable Experience:

- Experience/knowledge of Spektrix ticketing software
- Experience/knowledge of theatrical sound and lighting equipment
- First Aid at Work qualification (or prepared to acquire one)
- Up-to-date disability equality training
- Experience in facilities management including dealing with supplier/contractor contracts.

Qualities:

- Self-motivating
- Ability and willingness to work flexible hours, including evenings and weekends
- Excellent oral and written communication skills
- Ability to plan, prioritise and manage a varied workload with an eye for detail, sometimes in a pressurised environment
- Ability to work as part of a team
- Strong administration and organisational skills
- Physical ability to be able to move furniture and equipment

CONDITIONS OF EMPLOYMENT

Salary: £28,000 per annum

Hours: 35 hours per week, excluding lunch breaks, Monday to Friday.

Flexibility to work evenings and weekends when required.

Time off in lieu will be given for any hours worked in excess of agreed hours per week

Holidays: 25 days plus statutory public and bank holidays

Pension: Employee/employer contributory pension scheme available

Probation: The post carries a 6 month probationary period

Term: Permanent

Flexible working: EFDSS is committed to promoting flexible working to facilitate effective and efficient working and enable employees to achieve a better home / work life balance. All employees can apply for flexible hours and home working - where appropriate for the role. All applications are carefully considered. It is likely that this post will be required to deliver the majority of their hours based at Cecil Sharp House.

Other benefits: Interest-free season ticket loan, cycle to work scheme, childcare voucher scheme, discount on meals and drinks in the CSH café, complimentary tickets to many EFDSS events.

Positive Action for a Diverse Workforce:

At the English Folk Dance and Song Society we strive to be an Equal Opportunities employer and to ensure that no person is unfairly discriminated against in our recruitment and selection policies and procedures. We are committed to diversifying our workforce to better represent society and we follow guidance on positive action in recruitment from the Equality and Human Rights Commission and the Equality Act 2010.

- We particularly welcome applicants for this role from ethnic minority backgrounds, and those who are disabled, as these are under-represented in our organisation and the wider folk music workforce.
- All disabled applicants who fulfil the Person Specification and Qualities criteria for this role, will be called for an interview. Please make clear in the cover letter if you consider yourself disabled. (You may find it helpful to refer to this definition www.gov.uk/definition-of-disability-under-equality-act-2010.)

HOW TO APPLY

Applicants should complete the EFDSS application form downloadable from efdss.org/about-us/work-for-us/vacancies, CVs will **not** be accepted.

Completed applications should be emailed to recruitment@efdss.org quoting 'Venue Operations Manager' in the subject line. All applicants are requested to complete the online [Equal Opportunities Monitoring Form](#) which is not seen by the selection panel.

The closing date for completed applications is 5pm on Friday 11 February. Interviews will be held in week commencing Monday 21 February either in person at Cecil Sharp House or on Zoom.

January 2022