

| | |
|----------------------------|-------------------------------------|
| Job Role: | Programme Manager |
| Service: | Floral Pavilion Theatre |
| Reports to: | Commercial and Venue Manager |
| No of Subordinates: | 11 |
| HR USE ONLY | |
| Job Role Ref: | C&C0052P |
| Job Family: | Commissioning and Commercial |
| Proposed Grade: | PO2 |

JOB ROLE PURPOSE

This role is to provide a clear and planned events schedule that is strategically driven ensuring a long term, diverse and commercially aware programme is implemented. Working in partnership with internal and external stakeholders, the Programme Manager will communicate and be an ambassador for the Venue ensuring it contributes to the communities it engages with.

Creating new, imaginative ways of maximising income and managing a team to deliver simultaneous multiple projects and helping deliver the venue's overall strategic aim will be a key part to the role.

KEY TASKS

1. Oversee the production of the Floral Pavilion's Event Programme to ensure it reflects the needs of the business and to achieve the financial targets set out in the Programme Strategy.
2. Responsible for overseeing and implementing a strategic artistic policy to enhance the development of the venue, this will include working with national promoters, local groups and international clients to help shape the policy.
3. Responsible for the supervision, direction, co-ordination, training/development of staff, including allocation of work, evaluation and performance appraisal.
4. Directly responsible for the provision of event staff in order to meet legal compliance and health and safety legislation.
5. Take the lead on the commissioning/tendering of contracts and ensuring value for money.

6. Responsible for the building, its patrons and activity and act as Duty Manager for events with responsibility for Health and Safety and the procedures surrounding it such as Fire Evacuation.
7. Understand all areas of hospitality to guide inform and manage each department.
8. Responsible for the Commercial budget. Communicate any findings or recommendations for income generation to the Commercial Manager.

KEY RESPONSIBILITIES

People

- Take the lead with recruitment of staff and other such processes such as HR, training, legal and finance.
- Oversee the day to day operation of staff, this will include managing the rotas to ensure there is enough cover, manage staff requests for example annual leave via SelfServe and to provide and organise the required training.
- Create successful working relationships with external stakeholders including national promoters, local businesses and community groups.
- Responsible for co-ordinating a team to be able to provide a high quality service to users of the venue.
- Ensure a high standard of customer satisfaction is achieved and maintained for all events.

Financial

- Responsible for accurate end of show financial reports to ensure that appropriate final reconciliations are administered contributing towards the efficient running of the administration and report back to the Commercial Manager.
- Responsible for the monitoring of budgets associated with the programme of events.
- Ensure that all deals that are made on behalf of the service maximise income generation.
- Negotiate contracts and tenders to ensure the best deal is made for the venue for example Show Contracts, Ticketing Contracts and Hire Contracts.
- Ensure full compliance with Performing Rights Society (PRS).
- Complete all procurements in line with Council procedures.

Strategic

- Responsible for the management, motivation and inspiration of the Event Co-ordinators to create an exceptional customer experience and to be responsible for ensuring that the venue is presented to the highest standard, both in terms of performance, expectations and value for money.
- Ensure the smooth running of the venue's computerised diary management system. Delegate and communicate with the team to ensure the delivery of the business plan, this will include all aspects of the administration, the artistic programme, conference hires and all other bookings.

- Responsible for the day to day management of the events programme providing the strategy and direction to achieve defined box office and income targets.
- Responsible for the provision of regular reports that support the strategic planning for the Floral Pavilion.
- Work in partnership with the Commercial Manager to develop and implement a programme strategy that will achieve defined targets, for example Sales vs. Target reports and the industry standard KPI's.
- Responsible for predictions of show and event data capture to ensure a sustainable and strategic operation that ensures the future delivery of the venue.
- Work in partnership with commissioners, tenders and partners; to create a good working relationship.

Resources

- Responsible for liaising with artists and performers who use the venue to ensure all requirements are met to a high standard and co-ordinate user feedback as required by the Commercial Manager.
- Oversee the services provided by the in house catering company and assist the Commercial Manager with the long-term strategy of the catering services.
- Ensure that the venue is legally compliant with food hygiene and trading standard legislation; implement procedures to ensure that all members of staff adhere to the legislation.
- Ensure that all DBS and children's performance licenses are obtained for all necessary events.

Planning and Organising

- Responsible for the accurate and timely supply/receipt of contracts associated with all diary events ensuring all contracts have been checked and verified by all relevant personnel.
- Write and contribute to reports that are prepared for Members, Heads of service, Strategic Directors and the Chief Executive ensuring accuracy and accountability.
- Plan and organise own workload.

Decision Making

- Directly responsible for the approval of high value contracts.
- Directly responsible for negotiating contracts with external promoters.
- Ability to think strategically towards the activity of the Floral Pavilion ensuring appropriate decisions are made.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualification

- Degree in Theatre Management.
- Training on Box Office and Diary Management systems relating to the theatre industry.

Knowledge and Experience

- An excellent understanding of negotiation and contract writing.
- Excellent knowledge of the legalities in a contract.

- A high level of commercial activity within a similar organisation.
- A detailed understanding of Performing Rights Society (PRS).
- Experience of dealing with Promoters and contracts
- Experience of writing reports.

Skills

- Excellent negotiation skills
- Ability to build relationships with external customers
- Operation of Box Office and Diary Management systems.
- Excellent organisational skill
- Creative and passionate about creating and implementing new ideas.

Desirable Criteria

Qualification

- Management Qualification e.g. ILM or equivalent.
- Personal License Holder.
- First Aid Training.
- Fire Marshal Training.

Knowledge and Experience

- Excellent financial and mathematical skills.
- Excellent excel skills.
- An astute understanding of commercial activity within this sector
- Experience of a commercial and public sector theatre.

ADDITIONAL WORK ELEMENTS

Evening, weekend and unsociable hours worked regularly.

Annualised Hours

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

D. Mackenzie

Date

04-09-2017