

## **Venue Manager (Visitor Experience)**

The Bush Theatre is looking for an experienced, well organised and creative Venue Manager to lead our public facing operations focusing on our reception and box office, and house management for our programme of shows and activities, ensuring the best possible welcome for our community of visitors, and realising the potential of our offer to achieve a maximum return for the organisation.

### **How to Apply**

This pack contains the Venue Manager (Visitor Experience) job description and person specification. To apply for the post please send a completed equal opportunities monitoring form along with your application.

We want you to have the opportunity to really tell us about yourself and explain to us why this position is right for you in whatever way feels most appropriate to you. All applications will be judged on content not on format.

Option 1: Fill out the Bush application form

Option 2: Send one of the following, alongside a basic CV:

- A personal statement (500 words max)
- Presentation - Keynote or PowerPoint
- Short video or sound file (5 minutes max)

All applications should address the following questions

- Tell us a little about yourself and why this position interests you
- Tell us what experience you have had that means you meet the person specification outlined in the job description, include practical examples
- What would you be bringing to this role
- Do you have any qualifications you want to tell us about

If you are applying in writing please send your application via email along with your equal opportunities form to [jobs@bushtheatre.co.uk](mailto:jobs@bushtheatre.co.uk) with **Venue Manager (Visitor Experience)** in the subject line.

You can upload a video or sound file with your equal opportunities form and CV to us using the We Transfer service <https://wettransfer.com/> – when using this service please send your file to [jobs@bushtheatre.co.uk](mailto:jobs@bushtheatre.co.uk) with **Venue Manager (Visitor Experience)** in the subject line.

Alternatively, you may post your application to:

Jessica Pentney  
Bush Theatre  
7 Uxbridge Road  
London  
W12 8LJ

If you have any need for this information in a different format please contact our Theatre Administrator, Jessica Pentney by email [jessicapentney@bushtheatre.co.uk](mailto:jessicapentney@bushtheatre.co.uk) or phone 0208743 3584.

Deadline for applications is **10am on Monday 26 July 2021**.  
1st interviews will take place on **Monday 9 August 2021**.  
2nd interview dates are **to be decided**.

The value of equal opportunities runs through the heart of the organisation. Our diverse team and their range of experiences are vital to the Bush's success, but we still have work to do to make sure that Bush staff represent the communities we serve. We actively encourage people with different backgrounds to join us. We are particularly keen to receive applications from people of colour and disabled people who are currently underrepresented in our team. All disabled candidates who meet the minimum criteria will be invited to interview.

[Meet the Bush team](#)

## **Data Policy**

Your application and any associated personal information will be stored and processed in accordance with our Data Policy and destroyed after six months. We will keep your equal opportunities form for a period of up to 6 months, after which point the data will be anonymised and aggregated for monitoring purposes. If you are engaged by us, the information you supply will be kept securely and form part of your record with us.

## **Venue Manager (Visitor Experience) Job Description**

Responsible to: General Manager  
Working closely with: Venue Manager (Bar and Food)  
Responsible for: Assistant Venue Managers, Box Office and Front of House Staff  
Dotted line report: Venue Supervisors and Bar Staff

## **Background**

**“One of the most experienced prospectors of raw talent in Europe.”– The Independent**

Under the leadership of Artistic Director Lynette Linton, the Bush Theatre is committed to presenting a diverse and innovative programme of new writing that speaks to and reflects contemporary society in all its diversity.

After nearly 40 years in residence over a pub on Shepherd’s Bush Green, the Bush Theatre moved into the Old Library in Shepherd’s Bush in October 2011. In 2017 we concluded a £4m redevelopment project to complete the transformation of the old library, making the building more accessible, more sustainable, and open to even more people; allowing us to produce more work, reach out to more people, and support more artists.

We retain a small-yet-mighty reputation. Recent successes include Arinzé Kene’s *Misty*; *Jellyfish* by Ben Weatherill, which transferred to the National Theatre; *Baby Reindeer* by Richard Gadd and *Chiaroscuro* by Jackie Kay. As the Bush approaches its 50th birthday in 2022 this is a particularly exciting time to join the team..

## **Purpose of the role**

Working closely with the Venue Manager (Bar and Food) and the General Manager, this role will manage the visitor experience of our public facing operations including oversight of the box office and reception, and house management for our programme of shows and activities, as well as general maintenance of the building. The Venue Managers together, this role specifically will maximise income for the charity by seeking out opportunities to engage new visitors especially our local community and through being innovative and entrepreneurial with our front of house offer and service provision. This role will be responsible for providing a venue that is welcoming and safe for our community of visitors whether they are seeing a show, attending a workshop or enjoying a cup of tea in our script library.

## **Main Duties and Responsibilities**

### **Operations**

- To be responsible for the day to day management of our front of house and box office operations. Deputising for the Venue Manager (Bar and Food) in managing the bar and catering operations as needed
- To work closely with other departments to ensure the theatre and all events operate smoothly and efficiently
- To take lead operational responsibility for the safety and security of the building, ensuring that systems and procedures for security are followed at all times and that correct opening up and locking up procedures are followed
- Report, update and audit the agreed departmental business plans

### **Staff Management**

- To be responsible with the Venue Manager (Bar and Food) for leading our front of house teams, communicating effectively to ensure the motivation of these staff and the smooth running of all front of house operations
- To be responsible with the Venue Manager (Bar and Food) for the recruitment, induction, training, development and management of all front of house staff, including Visitor experience, access, licensing and food hygiene where appropriate
- In consultation with the Venue Manager (Bar and Food) to be responsible for drawing up rotas consistent with budgeted forecast and consistent as a percentage of revenue generation, ensuring that the building is appropriately staffed at all times and that staff are scheduled regularly across a variety of functions including, bar, box office and ushering to ensure maximum flexibility within the staff team
- In consultation with the Venue Manager (Bar and Food) provide payroll information for all front of house staff

### **Visitor Experience**

- With the Venue Manager (Bar and Food) to lead the Bush Theatre's coordinated approach to welcoming our community, working closely with the General Manager and ensuring that all staff fully understand and are fully committed to this approach
- To actively contribute to the Bush Theatre's policy of providing a friendly, welcoming and accessible service to all audience and visitors to the building
- To deal with all matters raised by members of the public visiting the building and when necessary following the Bush Theatre's procedures when issues or complaints are received

## **Income Generation**

- To realise ambitious commercial operations sales targets relating to merchandise sales while supporting the Bush's vision, values and strategic objectives, ensuring we are accessible and appealing to a diverse range of people particularly our local community encouraging them to engage with our programme and activities
- To review, manage and promote the sale of merchandise on the box office and on usher sale points actively seeking new opportunities to provide relevant and exciting show offers
- Proactively seek opportunities to increase profit, by monitoring and controlling expenditure and increasing sales.
- Work with the Marketing team to ensure our building and offer are successfully marketed encouraging the development of new visitors to our venue and for our offer

## **Financial Management**

- To lead on and take responsibility for the financial operations of merchandise sales to ensure efficient running and the maximisation of profit
- To work closely with the Head of Finance to provide clear and accurate financial information and re-forecasts of financial performance to the General Manager and Executive team
- Be aware of the performance of each area making adjustments as needed
- Produce quarterly sales analyses to be used in steering meetings when developing new offers
- To put effective processes in place for the accurate financial management of usher sales and box office function including cashing up, cash handling, daily reconciliations, cash banking and invoicing ticket agencies

## **Stock Control**

- To work with the Venue Manager (Bar and Food) to develop relationships with existing and new suppliers
- Manage departmental overheads including ordering and stocktaking of merchandise and equipment. Address any discrepancies immediately
- To ensure that merchandise stock levels are monitored and maintained.
- To ensure that promotional materials are current and regularly refreshed.

## **Maintenance**

- To ensure that the public areas of the building are always presented in the best possible way in terms of cleanliness, general maintenance and the displays of promotional material and to take appropriate action when needed
- To ensure all spaces, fittings, equipment and resources are regularly checked and well maintained, and to take appropriate action when they are not
- To be responsible for the box office equipment, maintenance and ordering of ticketing stock and other supplies
- To maintain high levels of cleanliness and tidiness are maintained in all areas
- To assist the General Manager in implementing all environmentally sustainable initiatives including management of the waste and recycling contracts

## **Health and Safety and Licensing**

- To abide by and promote the theatre's health and safety policy in conjunction with current health & safety legislation, and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures
- To ensure that the building conforms and exceeds Accessibility and Health and Safety requirements and to recognise and suggest opportunities for improvement
- Work closely with the General Manager and Technical Manager to develop and implement risk assessments for the building and the productions
- To be a personal license holder for the organisation in order to sell and authorise the sale of alcohol and to adhere to and enforce licensing regulations
- To keep up to date with and implement licensing regulations
- Be a qualified first aider on behalf of the organisation.

## **Other duties**

- To be trained in the use of our ticketing and bar system and procedures and to provide occasional cover in these areas
- To keep up to date with developments in #box office systems and front of house management.
- To act as duty manager as required especially during key performances and events
- To act as a key-holder and to be on the emergency call-out list

## **General**

- Attend read-throughs, sharings, previews, press and supporters' nights and other Bush Theatre events as required;
- Adhere to, and actively contribute to, Bush Theatre policies, including Equalities (including diversity, access, and equal opportunities), Environmental Sustainability Health & Safety.
- Carry out any other duties as may be reasonably required.

## **Person Specification:**

### **Essential**

- An affinity for the mission, vision and work of the Bush Theatre and a passion to help achieve the theatre's success
- An understanding of our local community including how we can be inclusive and supportive of their needs of us as a community building
- A demonstrable commitment to creating an inclusive and welcoming work environment
- Experience of house management including fire evacuation procedures and protocols, first aiding, and relevant licensing requirements
- Experience in leading and motivating a team including performance management
- Excellent visitor service skills and the ability to communicate effectively with people at all levels, both internally and externally
- Knowledge of Licensing, Health and Safety and Food Hygiene regulations and experience of implementing and monitoring safe working practices
- Excellent organisation and planning skills with ability to work flexibly under pressure, to prioritise and to meet deadlines and work within set budgets
- A positive attitude with a high level of self-motivation and ability to work using your own initiative taking personal responsibility and resolving issues independently
- An understanding of equal opportunity and cultural diversity issues in the delivery of our services including an understanding of access and disability requirements
- Flexibility in relation to duties and working hours which will require evenings and weekends.

### **Desirable**

- Experience of ticketing, sales and box office related activities including use of the Spektrix box office system
- A valid first aid at work certificate
- Qualifications in health and safety and fire safety
- SIA badge holder (Security Industry Authority)
- Previous experience providing a community-focused service
- Personal license holder
- An interest in new writing in theatre

## **TERMS & CONDITIONS**

**Hours:** 35 Hours per week across at least five days including evening and weekends as needed

**Salary:** £27,000 - 30,000 pro rata per annum dependent on experience

**Holidays:** 30 days per annum inclusive of Bank Holidays

Rising to 31 days after two years' service

Rising to 32 days after four years' service

**Probation:** Three months

**Contract type:** Permanent

### **Other Benefits:**

- Interest-free season ticket loan (after probation) for employees
- Cycle to work scheme for employees
- Complimentary tickets to all Bush productions subject to availability
- 20% discount on food and drink at the Library Cafe Bar
- Access to a confidential counselling service