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JOB DESCRIPTION & PERSON SPECIFICATION

Venue Administrator

KEY INFORMATION

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| **Role Title** | Venue Administrator |
| **Reports to** | Venue Director |
| **Hours** | 40 hrs Monday to Friday |
| **Contract** | Permanent |
| **Annual Leave** | 25 days per annum plus Bank Holidays |
| **Salary** | Competitive |
| **Location** | Bradford |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

We’re a leading theatre and live-entertainment group with a national and international footprint.

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a business focussed on bringing people together to share in the live experience; through new productions, through the operation of amazing theatre and live-event spaces, and through distribution of live-streaming content.  The group is home to Trafalgar Theatres, Trafalgar Theatre Productions, Trafalgar Releasing, Stagecoach Performing Arts, Helen O’Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and Chiswick Cinema.

ABOUT TRAFALGAR THEATRES

**Trafalgar Theatres** is the venue-operating division of TE.  We currently operate 21 venues; including 12 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney.  We’re growing fast, we’re confident in what we do, and we’re ambitious about the future.  There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT BRADFORD LIVE

**Be part of a unique venues’ team in this reimagined live entertainment and events space at the heart of Bradford’s City Centre. Originally opened in 1930 the building has now been fully renovated to bring it back to its former glory as a cultural hub for the city, wider West Yorkshire area and beyond.**

**Our auditorium can accommodate over 3,500 fans for larger concerts and house more than 3,000 guests in our fully seated configuration. We also have the beautifully restored Ballroom and other ancillary spaces to host events all year round.**

**PERSON SPECIFICATION**

The role of Venue Administrator is integral to the smooth operation of the venue, as they handle a significant amount of the documentation and day to day office tasks.  We are looking for an individual who is flexible and capable of responding to the demands of an exciting venue.  Completing the administration responsibilities successfully, requires the ability to keep accurate records, a keen eye for detail and excellent time-management. The role would require handling of sensitive, personal data so an understanding of GDPR and professional discretion would also be necessary. We are looking for an individual who can prioritise and keep calm under pressure, as well as being an excellent communicator.

Placing the guest experience at the heart of everything we do to create a destination venue experience for all visitors, artists, promoters and production teams to position Bradford Live as the mid-size venue of choice in the North of England.

**KEY RESPONSIBILITIES**

**Office Administration – Property & Health & Safety**

* To ensure that all property inspection certificates, and service maintenance reports are accurately filed and up to date, assisting the Venue Director in arranging the renewal of certificates and reports when required.
* To attend and record accurate minutes of all Venue Health and Safety meetings and Operations Meetings.
* To adhere to all Health & Safety procedures to minimise the risk of injury and accidents, reporting incidents to the Venue Director and logging them accordingly.
* To act as part of the venue’s Emergency Response Team and to ensure the safe execution of the Business Resilience & Continuity Plan.
* To ensure that all pre-production and events documents are completed in good time.

**Office Administration – Human Resources**

* To attract, hire, and retain top talent and support recruiting managers as needed with staff engagement, including advertising, references, and right-to-work checks, while ensuring compliance with regulations.
* To ensure accurate and up-to-date personnel records are kept at all times, including in particular, Employee Starter Forms, proof of the right to work in the UK, Employment Contracts, references, training and leaving processes.
* Under the guidance of the payroll department, maintain and submit all required payroll timesheet information, ensuring all venue staff are paid accurately and on time.
* To record accurate minutes in Disciplinary and Performance Management meetings.
* To assist the Venue Director by ensuring that Annual Leave balances are accurately managed and time off is correctly requested.

**Office Administration – Finance and Stock**

* To assist the Venue Director in ensuring that all invoices accurately correspond with delivered goods and services, as well as relevant purchase orders, and that any discrepancies are investigated and reported to the Venue Director.
* Ensure accurate and timely creation, dispatch, and return of show contracts, invoices, and settlements for shows and events.
* To ensure that all invoices are signed off by the Venue Director and filed accordingly.
* To handle the venue’s petty cash, ensuring that it is reconciled on a weekly basis.
* Ensure accurate and timely processing of timesheets, overtime, and expense claims per company policy.
* Control of budget lines for the Administration Department, including training, office equipment, postage, and uniforms; monthly reconciliation and management of company credit card usage.
* To assist with merchandise as and when necessary. .

**GENERAL RESPONSIBILITIES**

• Maintain and grow positive working relationships with clients and potential clients, including commercial and community promoters, producers, and hirers, enabling continuing programme liaison in the Venue Director's absence.

• Accurately maintain the venue’s electronic show diary (Artifax).

* To always represent Bradford Live in a professional manner, providing excellent internal and external customer service to company colleagues, visiting production staff and building contractors.
* To attend training courses, as required, and take responsibility for ongoing professional development.
* To complete any other delegated task that may assist the company in achieving its business objectives, as required by the Venue Director.
* To support the Senior Leadership Team at the venue.

**ESSENTIAL CRITERIA**

* Excellent and effective communication skills, both verbal and written, with demonstrable experience in relaying information to other departments within the same business.
* Attention to detail and the ability to accurately enter data.
* Problem solving skills and the ability to respond to time-critical queries.
* Excellent time management skills, with the flexibility to quickly change tasks as the office requires.
* Good literacy and numeracy skills, including confident computer literacy.
* Customer service experience, with a welcoming and professional demeanour.

**DESIRABLE CRITERIA**

* First aid qualification.
* Experience with analysing data and identifying trends.
* Experience of working within a busy administrative office.