

Borders Book Festival

Venue Manager

Application 2024

BACKGROUND

The Borders Book Festival has been running in June in Melrose for 20 years and is a well-respected and attended event. The festival, located in Harmony House and Gardens, comprises five venues, and a food and drink village. What started as a small literary event has grown into a 4-day extravaganza with an audience of around 40,000 people attending in 2023!

Join us to make words come alive!

JOB DESCRIPTION

Job title:	Venue Manager
Reports to:	Festival Operations Manager
Direct Reports:	Venue Event Staff (6 – 2 staff depending on venue size)
Rate:	£16 p/h payable at the end of the term (13 th June – 16 th June inclusive with an anticipated pay date of 28 th June). Daily Food voucher provided on event days.
Date:	January 2024

JOB PURPOSE & GENERAL INFORMATION

To oversee the smooth running of their venue, ensuring that shows and the daily schedule runs to time.

To use a customer-focused approach to ensure the comfort and safety of performers and the audience, having a working knowledge, and adhering to current Health and Safety legislation and procedures.

The Venue Manager will work closely with the technical team to ensure that performers are briefed, have had technical run-throughs as required, that events run on time and that queues and ticketed access are managed efficiently and professionally, managing their venue team to seat audiences quickly and effectively. The Venue Manager will manage the venue team to ensure that Q&A sessions during any performance are well run, roaming mics are available at the right place and time and that the venues team is discreet and does not block lines of site while managing the roaming mics.

The Venue Manager is also responsible for the appearance of the venue, stage layouts and supplies, and that sponsorship displays, and promotional artwork are in the correct place at all times as well as managing any reserved seating for sponsors or patrons.

The Venue Manager will have experience working with performers or companies in stage management, front-of-house management, or technical roles with excellent interpersonal skills. They will be positive, calm in a fast-paced environment, excellent leaders and be clearly in charge of the venue.

The post is an integral part of the festival team and will be the focus for customers, staff and performers during the festival and its events.

MAIN DUTIES AND RESPONSIBILITIES

- To ensure the safety and comfort of all customers and always maintain the highest customer service standards.
- To manage their venue team efficiently and effectively using a positive and nurturing management style.
- To ensure that all customers are guided quickly, efficiently, and politely throughout the processes of queueing, entry, seating and exiting after the event.
- To manage often quick turnarounds, ensuring stage furniture is set up appropriately and that all supplies are in place on stage, replenished and with contingency at all times.
- To ensure that the performers are ready in good time, any technical run-throughs have been completed and that the performer is comfortable and prepared.
- To keep the venue running on time.
- To ensure that the venue is maintained and cleaned to a high standard.
- To problem solve, respond to queries and issues as they arise, and keep other members of the festival team and management team appropriately informed.
- To maintain a calm and controlled attitude at all times.
- To act as fire officer and assist in emergency evacuation/management should the situation occur.
- To have a good awareness of health and safety, managing risks and reporting any issues.
- To provide ongoing feedback on ways of improving our standards of customer service.

Other

- To maintain a positive and respectful attitude to all event staff and volunteers, its management, the organisation as a whole, and its members, clients, and partners.
- To ensure that every visitor attending our events has the best possible experience of that service and of the Book Festival as an organisation.
- To adhere to and support the festival's ethical, environmental health and safety policies and procedures.
- Any other appropriate duties as reasonably required by your line manager or event management.

Key Relationships

- Venue managers
- Technical Team
- Site Team
- Event management

PERSON SPECIFICATION

Essential

- Previous experience as a Venue, Front of House, Stage or Production Manager, or experience within a venue.
- Excellent communication, leadership, and interpersonal skills with experience in managing teams.
- Strong organisational skills and the ability to prioritise.
- A working knowledge of Health & Safety regulations.
- The ability to maintain a mature and calm disposition.
- Good sense of humour.

Desirable

- First aid qualification

Process

- All applicants should be over 18 years of age by 10th June 2024 and have the right to work in the UK.
- January 2024 applications open – [apply here](#)
- If you need help with your application, you can email festivalmanager@bordersbookfestival.org
- January ongoing, applications are reviewed, shortlisted and invitations to interview sent out. Interviews take place online until the posts are filled.
- It is anticipated that candidates will be notified of the interview outcome 4 weeks from the application or interview for each stage.

Equality, diversity, and inclusion

Borders Book Festival is committed to encouraging equality, diversity, and inclusion among our workforce, and to eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give of their best.

Please email festivalmanager@bordersbookfestival.org if you would like to discuss the application process or access needs before you submit your application.