

## Post Specification

|                                |                               |
|--------------------------------|-------------------------------|
| <b>Date</b>                    | <b>December 2023</b>          |
| <b>Post Group Number</b>       | <b>8069</b>                   |
| <b>Post Title</b>              | <b>General Manager</b>        |
| <b>Job Family</b>              | <b>Organisational Support</b> |
| <b>Job Family Role Profile</b> | <b>OS12</b>                   |
| <b>Final Grade</b>             | <b>Grade 12</b>               |

To be read in conjunction with the [job family role profile](#)

### Service Area description

Coronation Hall and Ulverston Market sit within the Thriving Communities directorate enabling culture and creativity to flourish in our unique landscape recognising the transformative power that it plays in place making, place shaping, the health and well-being of our communities and the economy of Westmorland and Furness.

Coronation hall is situated in the heart of the small, rural market town of Ulverston on the edge of the Lake District, The Coro is an historic arts, culture, and entertainment venue. It was built as the 'Coronation Hall' by public subscription in response to the people's desire for a place to go to enjoy theatre, music, dance, and entertainment. The Coro has grown into a much-loved venue that showcases world-class performance alongside home-grown artists and locally produced festivals, shows, activities and events.

Ulverston Market Hall is located close to the Coronation Hall in the heart of the Town Centre and is home to over 20 stalls including a greengrocer, bookstall, clothing, shoes, crafts, collectibles, haberdashery, deli, and local bakers. There's a real sense of community at the market and you're guaranteed a warm welcome from the traders who have a wealth of knowledge and experience.

The Market Hall is open for business 5 days a week (Monday, Tuesday, Thursday, Friday, Saturday) 9am - 5pm. Ulverston's Market Charter was granted in 1280 by Edward 1 and was originally for a Thursday market. Today the street market takes place on Thursdays and Saturdays showcasing fantastic local craft stalls, charity stalls and a wide variety of locally produce.

### Purpose of this post

This is an exciting opportunity for a highly organised and enthusiastic General Manager with strong communication, inter-personal, people management skills and experience of Venue Management. The General Manager is responsible for managing a team of staff across the two venues, front of house management, room hires, events, liaising with market traders, health and safety, building maintenance, budget monitoring and financial management at the Coronation Hall and Ulverston Market.

The successful candidate will be expected to act as duty manager and run a motivated, efficient, and highly professional front of house team whose work aligns with the values and ambitions of the Council. They will co-ordinate communications and information flow between service areas by working closely with the technical team, programming officer, marketing officer and market attendants.

### Key job specific accountabilities

- To ensure the security of the venues and its resources including the management of security contracts and procedures and being an emergency key holder.
- To lead on day to day building maintenance and repairs, both preventative and reactive, in liaison with the Council's asset management team
  - To ensure that all policies, procedures, and risk assessments are both disseminated effectively to staff and always adhered to.
  - To co-ordinate the induction and training in health and safety,

emergency procedures and general building awareness of all staff.

- To manage the day-to-day delivery of the hires business scheduling and attending client and team meetings, keep the hires database up to date, issue contracts, ensure that all billing is up to date and accurate and to be responsible for the logistical planning for all meetings and conferences including effective communication with other relevant team members.
- To ensure the facilitation of excellent communication within the team.
- To ensure that all events including conferences and outdoor events are carefully planned and carried out, that all health and safety, fire and licensing regulations are adhered to, and relevant colleagues are briefed.
- To ensure the timely, effective, and safe delivery of performances.
- To act as premises licence holder.
- To carry out fire safety and health and safety checks, evacuation training sessions both front and back of house in accordance with the venue's systems and procedures and to ensure a safe environment for all users.
- To act as budget holder for both Venue's
- To ensure all financial transactions are carried out in accordance with the council's policies and procedures.
- To update existing risk assessments, policies, and procedures, reviewing and updating when needed.
- To act as Duty Officer when required to do so.
- Establish and maintain partnership with local organisations, artist, and cultural influencers to foster collaborations and increase the venues exposure.
- Cultivate an energetic and sensitive approach to customer care through a programme of training and continuous development.
- To line manage all staff, ensuring adequate cover for all events.
- Seek opportunities to generate income through conferencing, private hire, food, and beverage offers.

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

|  |  |
|--|--|
| <b>Budget Responsibilities</b>           | <ul style="list-style-type: none"> <li>• Budget holder for the Coro and Market Hall</li> </ul>       |
| <b>Staff Management Responsibilities</b> | <ul style="list-style-type: none"> <li>• Responsible for Coronation Hall and Market Staff</li> </ul> |
| <b>Other</b>                             | <ul style="list-style-type: none"> <li>• N/A</li> </ul>  |

**Essential Criteria - Qualifications, knowledge, experience and expertise**

**Essential**

- Educated to NVQ level 4 or equivalent.
- At least 3 years' experience in a similar role.
- Strong organisational skills.
- Excellent customer service skills.
- Aptitude for short- and long-term logistical planning and a keen eye for detail.
- Excellent interpersonal and communication skills and strong people management skills.
- Experience and thorough working knowledge of health and safety, fire safety, licensing for public buildings and arts venues.
  - Experience of line managing staff
  - Experience of building management, managing contractors, obtaining quotes, and ensuring best value for money.
  - Experience of budget monitoring and management.
  - Confident user of Microsoft Office, including Word, Excel, Outlook and Powerpoint.
  - Knowledge of income generating opportunities.

**Desirable**

- Knowledge of the local and regional landscape relevant to Westmorland & Furness

- Confident advocacy, diplomacy, and negotiation skills with experience of developing successful partnerships and collaborations with key stakeholders.
- Understanding of Arts & Culture Programming
- Health and Safety Qualification
- Knowledge of markets traders' association and market charter

### Abilities

- Ability to communicate effectively and build relationships with a range of stakeholders, including colleagues, audiences, external agencies, partners and funders.
- Well organised with the ability to prioritise and work effectively across multiple tasks to meet deadlines and targets.
- Attention to detail and commitment to achieving high standards.
- Ability to work collaboratively in a team as well as independently, using initiative to problem-solve.
- Creative, confident, and flexible with a 'can-do' attitude.
- Enthusiasm for keeping up to date with emerging digital and wider marketing trends.
- Ability to work flexible hours including some weekends and evenings to fulfil the requirements of the job.
- Committed to achieving high standards with the resources available.
- Committed to broadening and deepening audiences' engagement with the arts and culture.
- Enthusiasm for and commitment to principles of equality, diversity, and inclusion and an understanding of how these relate to Venue management.
- Ability to communicate ideas and information clearly to a range of people at all levels, in writing and verbally.

### Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

### Job working circumstances

|                          |   |
|--------------------------|---|
| <b>Emotional Demands</b> | <ul style="list-style-type: none"> <li>• Some occasionally</li> </ul> |
|--------------------------|---|

|                         |   |
|-------------------------|---|
| <b>Physical Demands</b> | <ul style="list-style-type: none"> <li>• Modest occasionally</li> </ul> |
|-------------------------|---|

|                           |  |
|---------------------------|--|
| <b>Working Conditions</b> | <ul style="list-style-type: none"> <li>• Acceptable</li> </ul> |
|---------------------------|--|

### Other Factors

- To model and display the corporate standards of behaviour.