

JOB DESCRIPTION

Job Title	Venue Hire Administrator
Reporting to	General Manager
Job location	Anteros Arts Foundation
Hours of work	16 hours/week
Contract Type	Part Time

Job Purpose

The Venue Hire Administrator supports the opening of the building to the public by working on reception and works to maximize income through managing venue hire bookings and uptake, including the hire of the venue for weddings and music events. The role has responsibility for volunteer supervision.

Main Duties

Work on Reception

Work in reception welcoming visitors and promoting Anteros' courses and exhibitions.

Act as a point of contact for all inquiries from visitors, artists, studio holders, tutors and the Merchant's House Café, including answering the reception phone.

Promote art and retail sales by keeping the shop space stocked up, ensuring all items are priced and well displayed, and encouraging visitors into the shop.

Responsible for taking cash and card payments.

Responsible for keeping the Reception area clean, tidy and up to date.

Room Hire

Receive and process all room hire enquiries to maximize room hire income.

Work with the Engagement Officer to promote opportunities for venue hire.

Maintain the venue hire diary and ensure the team are briefed on all bookings as needed.

Raise and send invoices for room hire deposits and final balance payments, ensuring they are paid in a timely manner.

Meet those enquiring about room hires to show them the spaces.

	<p>Wedding Hire Receive and process all wedding function enquiries to maximize event income.</p> <p>Work with the Engagement Officer to promote Anteros as a wedding venue and secure wedding bookings.</p> <p>Work with the Merchants House Café to schedule in bookings and offer catering.</p> <p>Maintain the venue hire diary and ensure the team are briefed on all bookings as needed.</p> <p>Raise and send invoices for wedding deposits and final balance payments, ensuring they are paid in a timely manner.</p> <p>Meet couples for wedding show arounds.</p> <p>Staff the wedding event and ensure successful delivery of weddings at Anteros helping to establish it as a wedding venue in Norwich and upholding our customer service standards.</p> <p>Music Events Responsible for finding artists and delivering a calendar of music events to maximize income, following health and safety policies and ensuring the events fit with the Anteros ethos.</p> <p>Ensure all events are evaluated and identify any opportunities for improvement</p> <p>Volunteer Supervision Supervise visitor welcome volunteers, and other volunteer roles as necessary.</p> <p>Finance Work towards venue hire income targets.</p> <p>Act as Petty Cash Officer.</p> <p>Health and Safety Follow all Anteros' policies and procedures and ensure all venue hires have signed risk assessments and comply with health and safety policies.</p>
<p>All post holders are responsible for</p>	<p>Working to the policies of Anteros Arts Foundation</p> <p>Promoting equal opportunities and diversity within all aspects of their work</p> <p>Complying with health and safety Regulations</p>

	Carrying out additional duties where appropriate which may be allocated from time to time by the General Manager
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Person Specification	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of event management • Excellent organisational skills • Excellent interpersonal skills • Demonstrable written and oral communication skills • Demonstrable customer service experience • Demonstrable cash handling experience • Excellent IT skills (to include Word, Excel, Powerpoint, Outlook, Wix and social media platforms) • Passion and respect for the arts, in particular fine art • Self-motivated and able to operate with minimal supervision • Experience of working in a team and independently <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of volunteer management • Experience of working for a charity or within the arts • Working knowledge of marketing including poster design and social media • Experience of working to targets • Experience of raising invoices and keeping financial records • Experience of managing health and safety at events e.g. risk assessments
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General	<p>Anteros Arts Foundation reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the business.</p> <p>The statements contained in this Job Description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all inclusive listing of work requirements. Individuals may perform other duties as assigned, including other functional areas to cover absences of relief, to equalise peak work periods or otherwise to balance the workload.</p>
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