

Job Description and Person Specification

VENUES MANAGER

A Lambeth to be proud of



Job Title: Venues Manager

Division: Resident & Commercial Services

Business Unit: Libraries & Archives, Registrars and Venues

Grade: PO5

Reports to: Performance, Development and Venues Manager

Responsible for: 2 x Venues Officers, 1 x Sales & Marketing Officer & 1 x Activity Coordinator (West Norwood Cemetery)

Context

The Brockwell Hall and Stables Restoration Project, funded by Lambeth Council and the Heritage Lottery Fund (NLHF) resulted in the relaunch of this heritage asset in May 2025 as a multipurpose activity, events and weddings venue. A Venue Manager post is part funded by NLHF until December 2026 with a view to encouraging the community to get involved in using the space, encouraging volunteering while also developing a commercial strategy that will ensure the ongoing success of the space. The expectation is that three days a week will be required to ensure successful running of this venue.

There are other venues across the borough that will require a commercial focus, including Town Hall Venues, Leisure Centres, Libraries and Cemeteries. The remaining two days per week will look at maximising income through a strong marketing and commercial plan.

Job Purpose

The post will take responsibility for generating income across all venues across Lambeth's estate, including Town Hall, Leisure Centres, Libraries, Cemeteries and Brockwell Hall.

The Venue Manager will spend 3 days a week focused on the day-to-day management of the Hall and ensure all operational systems and arrangements are in place, while the remaining two days will manage a team of venues officers who secure venue bookings across the rest of the estate.

The postholder will work closely with Council Project Managers, Activities and Volunteer Coordinators, Service Managers in Bereavement Services, Registrars, Leisure and Events, as well as Sales & Marketing teams, Communications, Parks and Facilities Management to ensure the safe, effective and commercially efficient running of the venue.

Some of the duties include:

- Attending meetings with key stakeholders as well as customers and familiarising with key operational aspects for the venue.
- Lead on ensuring marketing and publicity plans are in place and develop a process for securing advance bookings
- Take responsibility for the staffing rota and arranging keyholders, including use of volunteers, to ensure the building is open and accessible to the public
- Oversee bookings systems and customer relationship management systems to optimise the customer experience for any venue booking

- Appointment of approved suppliers for weddings and other functions
- Oversee budgetary, financial and reporting arrangements, including reports to the Brockwell Park Partnership Board and Senior Management.
- Liaising with Facilities Management regarding security, cleaning, maintenance issues.
- Ensuring compliance with Health & Safety Requirements and reviewing risk assessments and operational plans for the venues.
- Ensuring operation processes are mapped and that all staff are trained.
- Ensuring effective delivery of the Business Plan, including a comprehensive activities plan, volunteering plan

To welcome and assist the public, in a friendly, polite and helpful way in their use of the library and the services it offers and to work cooperatively with the community to provide a high-quality library service.

Responsibilities

- Contributing to the overall management of Brockwell Hall and Stables and participating in formulating strategy and decision making.
- Contributing to the production of reports for the BPPB and attending meetings as required.
- Monitoring the drawdown of the National Lottery Heritage Fund Grant and submitting quarterly reports on expenditure to date as well as projected expenditure.
- Acting as the key contact point for matters relating to the Venue and working closely with a wide range of stakeholders to establish the Venue as a valuable commercial community and heritage asset.
- Develop a pro-active and positive relationship with stakeholder groups, including the BPCP and other venues located in Brockwell Park.
- Assessing utilisation of the venue within the parameters agreed for the business plan and contributing to marketing programmes to promote its commercial, community and heritage value and generate sustainable revenue streams.
- Managing a forward booking programme, in close liaison with the Activities coordinator, the marketing team, the Registrars service and other partners to maximise safe and complementary use of the venue.
- Implementing appropriate management policies and procedures for the venue, producing appropriate reports and management information
- Exercising appropriate financial control over budgets and producing regular reports as agreed
- Grow the business to move towards financial sustainability.
- Build relationships with the business and commercial sector to support the marketing of Lambeth venues for commercial hire
- Managing the physical logistics of events, including contracts to support this, and maintaining a safe and attractive venue.
- Ensure that appropriate Licences are applied for and in place for activities taking place within the Hall and Stables.
- Managing the team to ensure the delivery of high -quality customer services to all customers of Lambeth's venue
- Ensure that appropriate on -site venue management presence is provided during the operating hours of Lambeth venues.
- Take responsibility for the venues portal and ensure all Lambeth's venues are effectively marketed to maximise income

- Ensure appropriate staffing levels across all venues locations to deliver operational excellence.
- Adhere to the Council's policies on Equality of Opportunity
- Be fully aware of and understand the duties and responsibilities arising in relation to child protection and safeguarding children and young people as applies to the post holders' role within the council. Be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to post holder's work role. Ensure that line manager is made aware and kept fully informed of any concerns the post holder may have in relation to safeguarding and/or child protection.

PERSON SPECIFICATION

Venues Manager

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge & Experience	E1	Extensive experience of venue management including acting as Operational Manager and managing staff and budgets.	✓A
	E2	Experience in delivery of commercial/community/ heritage based eebts	✓A
	E3	Experience of working with a Management Board and building productive relationships with a wide range of council, commercial and community stakeholders	✓A
	E4	Experience of working with a range of stakeholders to develop and deliver strategic business plans	✓A
	E5	Demonstrable experience of financial operational management including income generation, production of management information and compliance with regulatory requirements	✓A
	E6	Experience of managing a team of staff, volunteers, and staff provided under contract in a community venue	
		Post holder remit involves a significant proportion of lone-working conditions in variety of challenging environments with occasional out of hours meetings. Availability and willingness to work evenings and weekends is essential.	

VALUES AND BEHAVIOURS



- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.



- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

Accountability behaviours



One Lambeth
CONNECTED BY PURPOSE

Ambition behaviours



One Lambeth
CONNECTED BY PURPOSE

- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.