



Thank you for your interest in the position of **Assistant Event Manager** at The Met.

Bury Metropolitan Arts Association is a charity which promotes the arts throughout Bury; running events and workshops at The Met and Edwin Street Recording Studio in Bury, and the annual Ramsbottom Festival each September at Ramsbottom Cricket Club.

We are looking for a bright and confident individual to join our Events team, ensuring a high level of customer service at all times and managing our team of volunteers.

To apply for this position please send a copy of your CV with a cover letter detailing why you think you are suitable for this position by **5pm on Wednesday 16 April 2014**. Your letter should refer to the Job Description below, in particular the section headed Experience and Qualities Required.

Applications should be sent to **Events Manager; Nathan Berry** via email on nathan.berry@themet.biz or by post to: **The Met, Market Street, Bury BL9 0BW**.

Bury Metropolitan Arts Association is an investor in people and values equal opportunities.

ASSISTANT EVENT MANAGER

BURY METROPOLITAN ARTS ASSOCIATION

JOB DESCRIPTION

JOB TITLE	:	Assistant Event Manager
SALARY	:	£4411 per annum
CONTRACT	:	12 Hours per week (evening)
ACCOUNTABLE TO	:	Event Manager, Deputy Director
IMMEDIATE SUPERVISOR	:	Event Manager
IMMEDIATE SUBORDINATES	:	Casual, volunteer and trainee staff
HOURS OF DUTY:		12 hours per week including weekends and bank holidays. No overtime payable but TOIL will be arranged
QUALIFICATIONS REQUIRED	:	Educated to GCSE level

EXPERIENCE AND QUALITIES REQUIRED:

- Minimum 2 years experience of working with general public in customer care environment
- At least one year supervisory experience in a customer service environment.
- Bright, confident, friendly individual with leadership qualities.
- Smart and clean in appearance with excellent organisational and communication skills.
- Ability to operate effectively both within a small team and when working alone.
- Able to stay calm under pressure, solve problems and to make decisions under pressure.
- Ability to deal with a variety of people and groups of different sizes.

- Basic knowledge of health safety regulations, fire safety procedures and access issues.
- A willingness to engage in overall philosophy underpinning the Met as a whole.
- Willingness to undertake a wide range of different tasks as and when required.

PURPOSE AND OBJECT OF JOB

To manage all aspects of event operations of the venue ensuring a high level of customer care and the smooth running of all performances.

To coordinate special projects for The Met including Festivals and educational activities.

Coordinate and manage BMAA Volunteer committee

PRINCIPAL DUTIES

Regular

1. To present a welcoming, warm and friendly front of house style for the Met
2. Ensure a high level of customer service is provided at all times to users of the venue
3. Manage and supervise members of the front of house and volunteer team.
4. Recruit, select and manage volunteers ensuring maximum retention.
5. Be responsible for the safety, comfort and well-being of all customers and volunteer stewards.
6. Process PRS returns and ensure artists complete the necessary PRS forms.
7. To be responsible for all volunteer communications working closely with the marketing department.
8. To be responsible for floats and petty cash relating to the Ticket Office, merchandise and Front of House when on duty.
9. To be responsible for the security of all front of house areas.
10. To undertake House Management shifts to ensure the smooth running of The Met's activities on and off the premises.

11. To operate and be fully trained on The Met's ticketing system.
12. To maintain good communication and working relationships with other departments in particular box office, technical, catering.
13. Report maintenance and faults promptly to the Technical Department.
14. In close collaboration with Technical Manager act as a Health and Safety Officer for the theatre.
15. Ensure all the necessary regulations in relation to the Theatre and Public Entertainment Licences are adhered to.
16. To organise and maintain an Accident Book for the use of all staff, customers and volunteers and to ensure that all staff are aware of the importance of reporting accidents.
17. To maintain a current First Aid Certificate.
18. To be a reliable key holder with responsibility for opening and locking up the building.
19. All aspects of artist liaison
20. Any other duties as required by the Director in the best interests of The Met.

SECONDARY DUTIES

Regular

- Clerical work in conjunction with the above duties
- To co-ordinate special projects undertaken by the organisation as required.

Occasional

- To assist in all aspects of the Association's work as and when deemed necessary by the Director.

RELATIONSHIPS

Internal: Permanent, temporary, full-time, part-time, casual, volunteer and trainee staff of Bury Metropolitan Arts Association and Automatic.

External: User groups, general public, customers, members, incoming artists, other arts organisations, external promoters and funders.

OTHER CONDITIONS

Holidays: 23 days pro rata plus bank holidays

Tenure: Permanent

Notice of termination to be given by the employer or employee is one calendar month.

Probationary period of 3 months

Other conditions in accordance with BMAA policies or, where no such policies exist, with local government practice.