



JOB DESCRIPTION

Job Title:	Events and Business Development Manager
Salary:	£30,000 pa
Working Hours:	35 hours per week
Reports to:	Chief Operating Officer
Responsible for:	N/A
Liaison with:	Heads of Department, Managers, Building Services Team, Reception, all external and internal clients in order to ensure smooth running of the multi-functional spaces.

Job Summary:

- Meet, or where appropriate, exceed the income targets set for Space Hire and pro-actively develop relationships with new and existing clients
- Manage the space hire booking process,, ensuring all clients receive first-class customer service
Serve as the main point of contact for Wac Arts' tenants and ensure they receive an exemplary service
- Work with the Senior Leadership Team to develop and deliver a new public facing events programme
- Be a key part of the Operations team developing and proposing strategies to improve the management of the building and increase the number of internal and external events in line with the Charity's long-term strategic objectives
- Work to engender a sense of shared purpose between Wac Arts, Space Hire and Office Space tenants in line with the Charity's long-term strategic objectives

Key Result Areas:

General

- Work with the Chief Operating Officer and Administration Manager to ensure seamless connectivity between the front of house team and building team with events at the Old Town Hall.
- Assist the Chief Operating Officer and Building Manager in keeping Health and Safety procedures up to date and fit for purpose, and to make sure that the procedures are adhered to so that staff, tenants, young people and hirers are kept safe.
- Help ensure staff and members of the public are evacuated safely from the building in the case of an emergency.
- Manage and use the venue's event management system *Yes Plan*.

Space Management

- Liaise with the Charity's staff and tenants to manage bookings, ensuring appropriate and optimum usage of the various spaces.
- Support the Chief Operating Officer in maximising the usage of underused spaces in order to increase income potential.

- Work with the Finance Manager to ensure that all financial data related to hires is accurate and well-managed including the inputting of data, the raising of invoices and the timely oversight of credit control
- Ensure relevant staff are trained and kept up-to-date on how to use *Yes Plan*.
- Develop and maintain an effective and efficient process for the booking of spaces, from initial enquiry through to confirmation, invoicing and payment.
- Be responsible for the maintenance and development of *Yes Plan* and the relevant areas of Salesforce CRM
- Be the key liaison with Space Hire clients, staying in communication with them to establish operational needs and ensure these needs are met
- Work with the Building Manager to ensure hire spaces are prepared and presented in accordance with the information provided on *Yes Plan* and so meet the needs and expectations of the client.
- Help to resolve any day-to-day operational issues that may affect the delivery of hires.
- Ensure the service provided to clients is of a high quality, enhancing the reputation of the building as a location or space for hire.

Events

- Help to plan and co-ordinate events in the building, both internal and external and act as a Duty Manager where required
- Work with the Chief Operating Officer to devise business plans for events, event management plans, run sheets, risk assessments and notices.
- Undertake the responsibilities of Designated Premises Supervisor (training provided).
- Support both the Development and Programmes Teams with fundraisers, festivals, commissioned works and other creative events.
- Work with the Head of Learning & Participation and the Chief Operating Officer in producing events.

Other

- Ensure Wac Arts' policies and processes are followed correctly
- Carry out any other duties that may be reasonably requested by the Chief Operating Officer.
- Promote equality, diversity and inclusion at all times.
- Comply with Data Protection and GDPR regulations.
- Ensure that Safeguarding policies and procedures are adhered to.
- Contribute to the development and culture as Wac Arts.

PERSON SPECIFICATION

Candidates must have a clear understanding of and commitment to the aims of the Charity.

Candidates will ideally possess and be able to demonstrate all or most of the following:

Knowledge, Qualifications and Experience

- Knowledge and experience of managing / producing events and developing new business relationships
- Previous experience in dealing with the public in a customer focussed environment to ensure a high quality service is maintained.
- Experience of administrating an IT based booking or room allocation system.
- Enhanced DBS clearance.

Skills and Attributes

- A positive outlook
- Entrepreneurial and able to deliver to target on small and micro budgets

- Approachable, personable and confident manner
- Self-motivated and results driven
- Problem solver
- Ability to manage and motivate a team of core and casual staff.
- Excellent project and time management skills and the ability to prioritise effectively
- Excellent IT, communications and presentation skills.
- Excellent organisational skills, with a methodical approach and attention to detail
- Excellent interpersonal skills, including the ability to deal tactfully and diplomatically with a wide range of people and the ability to communicate positively with Wac Arts key stakeholders.
- Managing budgets.
- This role requires an enhanced DBS clearance, which we will arrange for the successful candidate.

Equality

As an equal opportunities employer, Wac Arts is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy or maternity, race or ethnicity, religion or belief, gender identity, marriage or civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Wac Arts. We are looking for interest from people who reflect the diversity of London and the communities we serve.