



The Union Job Description: Entertainments Manager

Department: Commercial Services	Location: Manchester
Job Title: Entertainments Manager	Job Grade: M1 M1.1 = £25,540.68– starting salary M1.2 = £26,212.64 – on successful completion of six-month probation M1.3 = £26,885.67 M1.4 = £27,557.62
Reporting to: James Gomersall, Food and Beverage Manager	
Responsible for: Student Staff	
Overall purpose of the Job: To take the lead in delivering an outstanding program of entertainments and activities at and for The Union and its members, taking responsibility for the overall development, operation and coordination of entertainments and to support similar activity across the organisation to raise income and the profile and reputation of The Union. Reporting to the Food and Beverage Manager you will work closely with your Venue and Duty Management colleagues as well as those in marketing, elected officers and also external parties such as promoters and agencies.	
Main activities/tasks: General Duties <ul style="list-style-type: none">• Entertainments schedule and delivery• To plan and deliver a diverse range of inclusive events including supporting the delivery of student led events.• To ensure events are delivered effectively striving to exceed the expectations of our members, customers and clients• Identify where there may be gaps or opportunities in the schedule, bringing new ideas, talent and events to practice• Maintaining or improving attendance at regular events• Developing and improving the regular schedule of smaller and niche events• Coordinating events and other bookings, ensuring consistency of program and facilitating others to use the space• To ensure artists and acts are effectively managed and looked after while on site including provision of riders etc.• To ensure events and activities are efficiently resourced with relevant equipment, props and ancillary items• To create, design, coordinate and deliver new events and activities• To support the strategy and objectives of The Union Promotion and reputation <ul style="list-style-type: none">• Ensure positive promotion and reputational protection• Work effectively and productively with Marketing colleagues and to lead on the development of a marketing and promotional plan and priority list paying particular attention to effective promotion of key events• Ensure all student groups are entertained and facilitated fairly and equally• Maximising the use of space and opportunity, particularly out of term time.• Understanding and protecting the sensitive nature of data and knowledge both commercially and to reputation	

- Maintaining effective and productive relationships with promoters, agencies, managers and others including members of the local community.
- Sourcing and securing relevant content in keeping with current trends and organisational expectations
- Ensure assets and promotional and marketing materials are available and displayed effectively physically and digitally in advance and during events including campaigns
- To understand and maximise the benefit of social media and other available channels
- Seek to utilise and maximise the benefit of branding and associated logos and materials etc. within brand guidelines

Operational Management

- To recruit, appoint and line manage any entertainments staff or team members including relevant focus groups or committees etc.
- To supervise all venue staff as required ensuring effective liaison with the relevant area or line managers
- To create and issue appropriate quotations for venue hire and use of space and resource
- To ensure contracts and agreements accurately reflect the agreed terms and organisational requirements in conjunction with Head of Finance and Performance
- To manage and issue relevant terms of business and other requirements and expectations to relevant parties, effectively responding to and dealing with occasions these may not have been achieved
- To effectively 'advance' bookings, events and artists within appropriate timeframes keeping accurate details of all requirements and settlements etc.
- To share or make accessible all relevant information with relevant colleagues while maintaining data security
- To put effective systems in place to ensure others can quickly pick up your work in your absence
- To effectively manage the advanced sale, distribution and reconciliation of tickets, wristbands and similar physically or via any relevant platform
- To monitor sales and trends reacting accordingly, appropriately, and timely in respect of individual or regular events
- To manage and implement any guest lists or other VIP or queue jump entries
- To effectively source artists, acts, bands, and other talent whether directly or via managers or agencies, ensuring best value and that fees can be justified financially or otherwise

Staffing

- In conjunction with the Food and Beverage Manager, to be responsible for the induction, training and appraisal of all student staff.
- To supervise and support the student staff.
- To report to the Food and Beverage Manager on any staffing matters.

To provide effective support to the venue and duty management team

- Act as a Duty Manager where required
- Being confident and competent to deal calmly and effectively with difficult situations and security and safety matters
- Conducting safe effective evacuations in line with relevant policies and procedures
- Ensuring the safety of people at all times including those who may be vulnerable or otherwise unable to ensure their own safety
- Ensuring the buildings and spaces are configured and setup in such a way as to be safe and risks minimised at all times including fire exits and routes are kept clear and accessible
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- Assist the monitoring of and adherence to safe occupancy levels
- Ensuring property is effectively safeguarded and secured as required
- Conducting building opening and closing/locking procedures and overseeing the setup and clear-down of events and activities, also ensuring all building users are facilitated and following relevant practice

- Being a helpful point of contact for a variety of building users, advising and facilitating and being first point of contact for incidents, accidents or other issues, reporting as necessary
- Working productively and collaboratively with duty management colleagues, having sufficient knowledge of their responsibilities and being able to advise in their absence
- Upholding the Premises Licence(s) at all times including all its Conditions
- Ensuring events and activities run in accordance with schedules and expectations
- Completing and submitting relevant records, files or paperwork
- Ensuring spaces are staffed, operated and used safely and in accordance with all policy and legislation at all times
- Supervising the teams of staff and others working in or for the venue
- Ensuring stock and cash are correctly accounted for and secure

The post holder shall:

- Attend meetings and training events as required.
- Comply with The Union policies, procedures and constitution at all times.
- Comply with Environmental Legislation and both support and promote measures introduced within the Union to lessen environmental impact.
- Contribute to the positive and professional image of The Union and not act in such a manner as to bring either into disrepute.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- Have a flexible approach to duties and work and, in particular, adopt a team work style with departments and activities across The Union. This may involve undertaking duties in support of the activities and services of other departments.
- Understand and uphold the mission, vision and values of the organisation and be always guided by them in the course of work.

Other features of the Job (including working conditions, etc.):

- 40 hours per week.
- Evening and weekend working will be required.
- 26 days of annual leave plus six closure days and bank holidays.
- Supportive contractual sick pay.

NB.

- The duties described above are not an exhaustive list but are intended as being illustrative of the level and type of work required.
- The Job Description may be subject to amendment from time to time after discussion with the post holder.
- This job description does not constitute part of the contract of employment.
- Details correct at 03.08.21



The Union

Person Specification: Entertainments Manager

	Desirable	Essential
Education Qualifications	<ul style="list-style-type: none"> • Events Management or industry specific qualification • A First Aid Certificate • SIA Licence • Possession of a Personal Alcohol Licence. 	<ul style="list-style-type: none"> • A good standard of education to A' Level standard or equivalent.
Training Technical Skills	<ul style="list-style-type: none"> • A technical understanding of production equipment 	<ul style="list-style-type: none"> • Good level of computer skills; including knowledge of Microsoft Office packages. • Excellent verbal and written communication skills. • Good numerical and analytical skills. • Experience of using EPOS and/or other electronic sales data systems to monitor performance
Experience (Knowledge)	<ul style="list-style-type: none"> • Experience of managing events in a high capacity venue • Experience of setting and managing budgets • Experience of stakeholder management • Experience of Duty Management • Experience of the live music industry • Experience of trademark and brand protection and management • Experience of working in the charitable/not for profit sector 	<ul style="list-style-type: none"> • Previous experience of delivering an effective and diverse entertainments programme. • Ability to program a venue with competing demands. • Experience of working with technical staff to achieve outstanding production values. • A commitment to develop and maintain the highest standards of customer care. • Able to form effective methods of communication with staff and customers. • Able to manage financial resources in a secure and appropriate manner. • Understanding of the principles of health and safety as applicable in licensed and non-licensed premises. • An understanding and appreciation of the principles and practice of equal opportunities.
Personality Characteristics		<ul style="list-style-type: none"> • Independent and self-reliant, being able to work without close supervision as Duty Manager. • Ability to manage working time effectively and prioritise workload appropriately. • Organised and methodical with good administration skills. • A customer-orientated approach to work; being focused towards Customer Care and Customer Service • A flexible approach to working according to operational and customer demand.

		<ul style="list-style-type: none">• Professional and courteous manner• Excellent interpersonal skills, able to build appropriate relationships with people at all levels.• Positive about working in a student-led environment• Enthusiastic and committed
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