



Responsible to:	Chief Executive
Salary:	£30,000 per annum
Hours of work:	40 hrs per week
Holiday entitlement:	29 days per annum (includes all public holiday entitlements)
Probationary period:	6 months

Scottish Youth Theatre is seeking a new Venue Manager to drive the next phase in the venue's development and implement a new business model for the organisation.

In the coming months, the venue will be developed as a trading subsidiary of the main youth theatre charity. We are seeking a commercially minded individual with an eye for opportunities and a desire to provide an exceptional service to all users of the facilities. You'll have effective team management skills that motivate those you work with; you'll have experience of managing events that generate surplus income and you'll be accustomed to managing operational budgets alongside sound working knowledge of areas of compliance in a public venue environment.

### **SCOTTISH YOUTH THEATRE**

Scottish Youth Theatre (SYT) is one of Scotland's national youth performing arts companies and has been providing theatre arts experiences to young people in Scotland since 1977.

We bring together young people from across Scotland to develop them as theatre-makers in their own right. We facilitate their collaboration with industry professionals to extend their learning and inspire their ambitions. We support them in making work that is bold, relevant and high quality.

The company has been undergoing a significant period of review and change. In the current financial year, a new operational business model and staffing structure are being implemented to consolidate the organisation's financial footing and achieve a sustainable future. This is an exciting time to join the organisation with the opportunity to make a significant contribution to the ongoing changes and the future success of the company.

### **THE VENUE**

SYT has its own multi-purpose venue in the Merchant City area of Glasgow which operates as a social enterprise to generate income for the main charitable activities. 2018/19 will see the extension of this business model with the venue becoming a separate trading arm from the main youth arts charity. The new Venue Manager will drive this change, setting the course of the venue for the next ten years and enabling the wider company ambitions.

Forming the basement level of The Old Sheriff Court in Brunswick Street, the SYT building comprises a range of rehearsal/workshop rooms and studio theatre spaces with accompanying large foyer area, offices, backstage facilities and attractive courtyard area. The building is regularly used by children and young people, arts companies and a multitude of external hirers for workshops, rehearsals, performances, meetings, training and conferences. The building also hosts five cultural organisations who rent desk or office spaces and make use of the wider facilities.

[Further information on SYT](#)

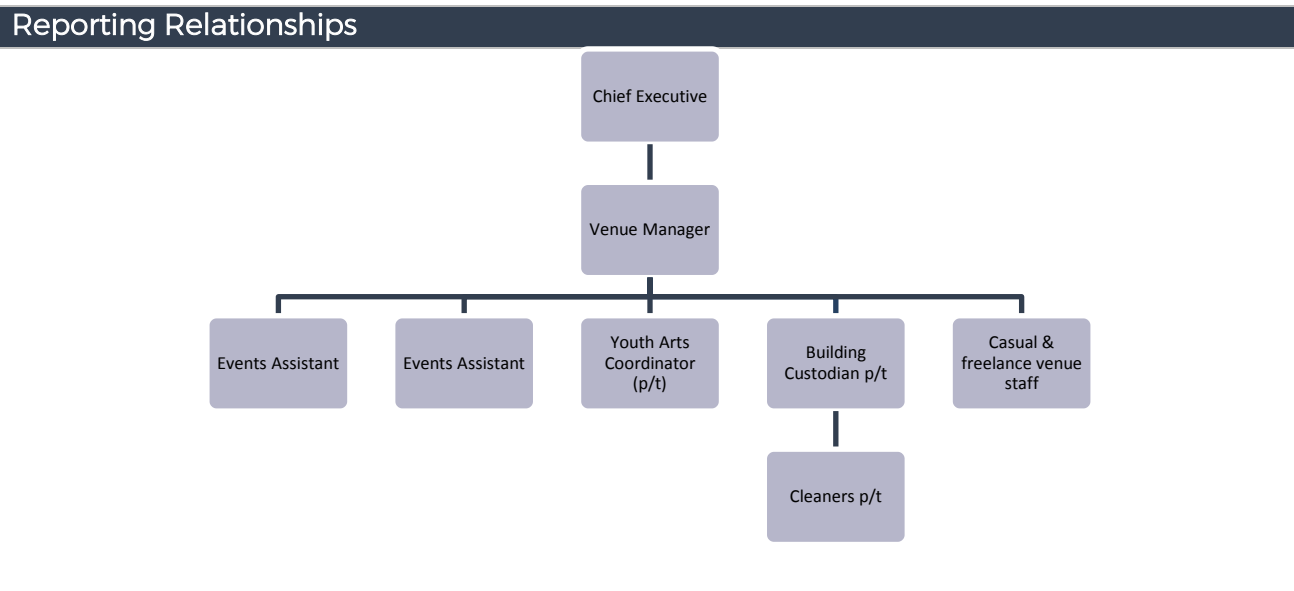


**JOB PROFILE: VENUE MANAGER** (full time permanent contract)

Job Details	
Job title:	Venue Manager
Annual salary:	£30,000 per annum
Hours of work:	40 hrs per week
Annual leave entitlement:	29 days per year (includes public holidays)
Version date:	April 2018

**Job Purpose**

To take overall responsibility for managing the SYT venue as a trading subsidiary, cultivating the business and maximising the financial return to benefit the main charity.



- Objectives**
- The post holder will be expected to:
- Drive the development of the business model of the venue as a trading subsidiary of Scottish Youth Theatre
  - Oversee venue budgets and maximise profit margins from the venue through a range of income generation activities
  - Project manage commercially driven arts events in the venue, broaden the external hire market and develop new business opportunities
  - Collaborate with colleagues to programme, market and administer all venue activity and promote an organisational culture that is motivated, helpful, friendly and young people focused
  - Effectively manage all venue operations to deliver high levels of satisfaction for all venue users including young people, SYT staff, resident tenants, external hirers and audiences
  - Act as the Theatre Licence holder for the venue, ensuring building and operational compliance in areas of health and safety, licensing, data protection, access and the environment

- Maintain and improve the facilities and resources and act as main contact for IT provision in the venue
- Proactively maintain knowledge of the venue hire market to inform financial, business and marketing strategies for the venue and stay up to date with venue/hospitality best practice

### Knowledge and Experience

#### The post holder needs to be able to demonstrate:

- Proven experience in an events management, hospitality or operational management role
- Significant experience of generating surplus income through events and services
- Comprehensive working knowledge of health and safety and access requirements in relation to a public venue, ideally with understanding of theatre licensing needs
- Basic working knowledge of audio, lighting and video elements of events and performances
- Experience of building strong client relationships
- Knowledge of good practice in venue sustainability
- Experience of establishing and maintaining relevant financial and administration systems to support the functions of a venue
- Experience of successfully managing income and expenditure and producing accurate financial reports in a timely manner
- Demonstrable experience of effectively managing and motivating a team
- Experience of effectively prioritising tasks and managing workload

### Skills and Qualities

#### The post holder is expected to demonstrate:

- An entrepreneurial mindset and imagination with an ability to capitalise on opportunities
- Proven ability to provide clear and consistent leadership for a team with varied roles and responsibilities
- Ability to build rapport with young people, clients and customers
- Motivation to work collaboratively to achieve common goals and to create a harmonious, positive working environment
- A passion for and proven experience in delivering exceptional customer care
- Ability to deliver tailored services for a range of clients and audiences
- Ability to effectively manage difficult situations
- Ability to work effectively under pressure
- Ability to hold the overview and maintain an eye for detail

### Core Competencies

#### All SYT employees are expected to display the following behaviours:

##### Service

- Consistently aims for the best possible outcomes for young people and other customers
- Consistently delivers courteous and prompt service, making every effort to be flexible and approachable for customers
- Communicates effectively with all external stakeholders and enquiries
- Is a positive representative of the organisation

- Anticipates and plans for potential problems
- Makes sound, timely and appropriate decisions
- Values diversity – respects all values and viewpoints

#### **Quality**

- Is a role model for professionalism
- Continually looks for opportunities to improve current working practices and levels of service
- Makes optimum use of organisational resources
- Seeks feedback from colleagues and customers and responds positively
- Generates creative approaches and ideas to benefit the team and organisation
- Focuses on solutions rather than problems
- Continually updates skills and knowledge

#### **Team**

- Is committed to the aims and objectives of the organisation
- Makes a full contribution to successful team performance
- Takes appropriate levels of initiative
- Asks for help when under pressure and helps others when they are under pressure
- Demonstrates flexibility where required to do so
- Collaborates well with others, respecting all viewpoints
- Shares information and communicates in a timely and professional manner
- Has a positive perspective on change

### **Job Requirements**

#### **The post holder needs as a minimum:**

- A degree in a relevant field or have work experience with progression to an equivalent level
- Have the ability to work flexibly and undertake regular evening and weekend work
- High proficiency with relevant IT packages

This role involves regulated work with children and as such, the successful applicant will be required to register with the Protection of Vulnerable Groups (PVG) scheme (this will be administered by SYT before a firm offer of employment is made).

(continued-)

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## HOW TO APPLY

Please send the following:

- A letter of application, **maximum three sides of A4**, demonstrating how you meet the requirements of the role as laid out in the [job profile](#), specifically evidencing how you meet the required **knowledge, experience, skills and qualities** (see job profile above)
- Your CV including qualifications, work history and further training, **maximum four sides A4**
- The name and contact details of 2 referees. Please note referees will only be contacted after interview

We prefer applications to be sent as attachments by email.

They should be sent to Jacky Hardacre, CEO: [jacky@scottishyouththeatre.org](mailto:jacky@scottishyouththeatre.org) and marked **Venue Manager application**. Receipt of all applications will be acknowledged.

If for any reason you need to submit an application on paper please mark it **Private & Confidential** and post it to:

Jacky Hardacre  
Chief Executive  
Scottish Youth Theatre  
105 Brunswick Street  
Glasgow  
G1 1TF

For an informal discussion, contact Jacky Hardacre on 0141 552 3988.

Deadline for applications	<b>10.00am, Monday 4 June 2018</b>
Interviews	<b>Mid June 2018</b>

Scottish Youth Theatre respects and adheres to Equal Opportunities legislation, in particular the Equality Act 2010.

Shortlisted candidates will be asked to demonstrate their eligibility to work in the UK.