

WITNEY TOWN COUNCIL

APPOINTMENT

OF

**VENUE MANAGER**

RECRUITMENT INFORMATION

SEPTEMBER 2019

**WITNEY TOWN COUNCIL**

**INFORMATION BOOKLET**

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If you require any further information please contact Sharon Groth, Town Clerk at the address below.

If you have a disability and require any special arrangements in completing the application form or attending for interview please let me know.

**Witney Town Council**

**Town Hall**

**Market Square**

**Witney**

**OX28 6AG**

**Tel: 01993 704379**

**Fax: 01993 771893**

**E-mail:** [**townclerk@witney-tc.gov.uk**](mailto:townclerk@witney-tc.gov.uk)

**CLOSING DATE FOR APPLICATIONS**

**9am on Wednesday 25 September 2019**

Completed applications should be marked

**PRIVATE & CONFIDENTIAL**

and addressed to the Town Clerk at the above address

**WITNEY TOWN COUNCIL**

**The Town of Witney**Witney is a thriving Cotswold Market Town with a population of approximately 28,000 and with a further planned increase. Shopping standards and facilities are good, Oxford is within easy reach with regular fast trains to London. It is within the West Oxfordshire District Council whose offices are also in Witney.**The Council**Witney Town Council was created in 1974 following the reorganisation of local government and the disbanding of Witney Urban District Council and is the largest parish within West Oxfordshire.

The residents are represented by 17 Councillors (covering 6 wards) each elected for a term of four years, the next elections being in May 2022. Each year the Council elects from amongst its Members the Town Mayor, Deputy Town Mayor and Leader.

The current political composition of the Council is 10 Labour & Co-operative, 6 Conservatives, and 1 Green.

The Council’s Mission Statement is:-

“To seek continuous improvement in the range and quality of services provided by Witney Town Council, in order to improve the quality of life for the people of Witney.”

##### Corporate Objectives

1. To represent the views and wishes of all the residents of Witney
2. To promote equality of access to all residents
3. To preserve the traditions and identity of the town
4. To work independently and in partnership with others to improve the quality of life, by developing and improving facilities and services to the highest standards, at economic cost
5. To encourage investment in the town, in order to promote the economic well-being of residents

**Functions of the Town Council**

The Town Council is responsible for the maintenance of many acres of public open spaces and numerous small areas of grass shrubs and trees situated on the scattered housing estates and the inner town sites. These include three parks and recreation grounds, a Lake & Country Park, and two cemeteries. There is also allotment land on four separate sites around the town, with a further site planned at the Windrush development to the west of the town.

The sports and recreational facilities consist of two cricket pitches, 12 football pitches, two bowls greens, 12 tennis courts, an adventure golf course and children’s play areas, with the tennis courts and adventure golf being run by an external party.

In addition, there is a Country Park of 29 hectares which includes a lake which has been developed by the Council to provide a natural environment for more tranquil leisure pursuits.

The general grounds maintenance contract for sports and amenity areas and the two cemeteries is currently held by a specialist commercial contractor but the Town Council’s direct labour team undertake burials, general maintenance and maintain the Country Park.

The Council employs a direct workforce of seven permanent staff who undertake general maintenance of the Council’s buildings and facilities and seasonal staff are employed as leisure facilities attendants.

The Council owns and administers two public halls, constituting the Corn Exchange in the heart of Witney and the self-contained Burwell Hall on the Thorney Leys Estate. The Council also owns the Langdale Hall and Madley Park Hall which are both currently run by external parties.

Many small operations – street furniture, tree planting and floral displays complete the readily identifiable Council’s functions, although the Council interests itself in anything that enhances the Town appearance and the pleasure of the townspeople.

Often the Town Council works in partnership with other authorities and local organisations, in particular West Oxfordshire District Council. The relationship between the Town Council’s Officers and Officers of the District Council and County Council is excellent and is of considerable benefit to all parties.

Provision of Services

In addition to the Town Council, Witney is served by West Oxfordshire District Council for services including the collection of Council Tax, refuse collection, environmental health, planning, leisure centres, etc. and Oxfordshire County Council provides education, social services, libraries, roads, street lighting, etc. Services provided by the Town Council include:

* Planning consultation
* Management of assets, e.g. allotments, lake & Country Park, parks and open spaces etc.
* Management of the Town Hall
* Provision of two public halls – Burwell and the Corn Exchange
* Management of the Tower Hill and Windrush cemeteries
* Administration of committee services
* Civic Functions

**Meetings**

Meetings are held in the Council Chamber in the Town Hall and the Corn Exchange, Witney and normally commence at either 6pm or 7pm as set at the beginning of each Council year by each Committee.

##### **Staffing Structure**

##### The Council’s staff implements the Council’s policies and administers and operates the functions and services set out above.

##### A copy of the staffing structure is enclosed.

**The Corn Exchange**

**Background:**

The Corn Exchange, Witney is an elegant building, constructed in 1863 and situated in the Market Square of this beautiful and fast growing Cotswold town. Following a four year closure and phase 1 of its refurbishment in 2014, the much-loved Corn Exchange re-opened to the public in 2015. The first phase saw the removal of the stage and tiered seating in the hope that the building would appeal to many more groups and organisations and be multi-purpose in its uses. Having taken some time to take stock the new administration are keen to continue with the next phase of refurbishment and development of the Corn Exchange and have established a working party of Councillors, current and past users as well as individuals with experience in the arts.

The Vision:

**To create a modern, accessible, and affordable arts venue for Witney and its community, capable of facilitating both local and professional arts and performances.**

**The Role of the Venue Manager:**

This is an opportunity for a creative individual, with strong management, finance and administrative skills, to shape a new identity for an iconic building and guide it into a new era which embraces new ideas and high profile programming alongside a welcoming approach to use and participation by the local community. The Venue Manager will work closely with the Councillors and Officers to explore various working models, staffing and programming options to find the right fit for the venue, working within a limited budget while experimenting with the potential to expand income streams and community use.

**Facilities:**

* The Corn Exchange is licensed for entertainment and Wedding Ceremonies.
* Main hall (15.9m x 10.5m)
* Elegant upstairs room (11.9 x 6.23m)
* Foyer space with potential for a café bar
* Kitchen to allow for mobile catering for events and parties.
* Office to house staff, placements and volunteers.
* Refurbished dressing rooms.
* Lift and disabled facilities.

We are seeking an exceptional individual with the leadership skills and background to be able to manage this wonderful but underutilised facility. This is an exciting opportunity to devise and implement a creative vision for the development of the Corn Exchange Witney.

We are looking to appoint a new Manager who will:-

* Manage the bookings and shape the future programming of the Corn Exchange
* Develop and promote the Corn Exchange to a variety of potential users
* Support and co-ordinate community use
* Be hands on and manage the day-to-day operations of the building.

**General:**

The Manager will have proven track record in arts management, as well as the ability to manage staff/volunteers and the administration and financial operation of the building and should have a good working knowledge of the arts sector.

**WITNEY TOWN COUNCIL STAFFING STRUCTURE 2019**

TOWN CLERK

**SHARON GROTH**

**VENUE MANAGER**

OFFICE MANAGER

**ADAM CLAPTON**

OPERATIONS & ESTATES OFFICER

**JOHN HICKMAN**

**FINANCE ASSISTANT**

COMMUNICATIONS OFFICER

**Polly Inness**

DEMOCRATIC SERVICES OFFICER

**Nicky Cayley**

CEMETERIES OFFICER

**Tracy Minns**

**COMPLIANCE & ENVIRONMENT OFFICER**

BOOKINGS ADMINISTRATOR

**Hollie Battson**

**EXTERNAL WORKS CONTRACTS:**

GROUND MAINT + OTHERS

**EXTERNAL SERVICE CONTRACTS:**

BARS

Maintenance Operatives

Mike Kingdon, Graham Leather, Mark Wiggins, Roger Penner, *VACANCY*

Caretakers

Andrew Jerrams, Peter Bachelor, *VACANCY*

Cleaners

Amanda Wilkinson, Garry Dealey, Robert Cripps

August 2019

SENIOR MAINT OPERATIVE x2

**John Silvey + VACANCY**

ADMIN ASSISTANT

**Clare Stringer**

CLEANERS X3

CARETAKERS X3

MAINTENANCE OPS x5

**VACANCY(1)**

VENUE MANAGER

(Corn Exchange, Burwell Hall and Town Hall)

37 hrs per week - Salary scale £28,785 to £30,507 pa

(with a discretionary range to £32,029 pa)

An exciting opportunity has arisen for an experienced, enthusiastic Venue Manager to help steer the Corn Exchange, Witney into the next stage of its development and establish a creative business model to interpret the Council’s future vision for community arts and events.  The successful applicant will play a key role in ensuring the management and smooth running of the Corn Exchange, Burwell Hall and its community facilities within the parameters and budgets set by the Council, under the direction of the Town Clerk.

The post-holder will identify new opportunities to expand the business across both community halls by means of effective marketing, networking and innovative solutions, to work to ensure they are vibrant, popular and well managed facilities that operate for the benefit of local residents and organisations within a sustainable framework.

The Venue Manager will be hands-on and run a small, motivated, efficient and highly professional front of house and back office operation to ensure the highest level of customer service for internal and external users of its community facilities.

An important element of the role will be to build on already established and good relationships with existing hall users as well as establishing new relationships with prospective hirers. The right candidate will therefore need to have good communication skills, be able to work independently as well as part of a team and under pressure. Applicants should have previous experience in a similar role and be able to have a flexible approach.

Benefits include: competitive salary, automatic enrolment into the Local Government Pension Scheme (subject to eligibility), cycle to work scheme, supportive working environment - access to Employee Assistance Programme. If you think you meet the criteria and you are up for the challenge, contact the Town Hall for an application pack or download it from [www.witney-tc.gov.uk](http://www.witney-tc.gov.uk) .

Telephone: (01993) 704379 or e-mail [townclerk@witney-tc.gov.uk](mailto:townclerk@witney-tc.gov.uk).

**Closing date for the receipt of applications is**

**9am on Wednesday 25 September 2019.**

Witney Town Council is an Equal Opportunities Employer.

**JOB DESCRIPTION**



**Job title: VENUE MANAGER**

**Reporting to:** Town Clerk

**Responsible for:**

Staff: Bookings Administrator, Caretakers and Cleaners, and Contractors

Budgets, Stock and Equipment

**Hours:** 37 hours per week, to work flexibly to ensure the necessary cover is provided to support the Council’s business needs, this is expected to be outside of regular office hours including some evening and weekend work

Grade/Salary: SCP 25-27 - £28,785 to £30,507 pa

(with a discretionary range to £32,029 pa)

**Location:** Corn Exchange

**Overall Aims of Post:**

The Venue Manager will play a key role in ensuring the management and smooth running of the Council’s Public and Community Halls – currently the Corn Exchange and Burwell Hall – within the parameters and budgetary constraints set by the Council, under the direction of the Town Clerk, as well as relevant legislation.

An important aspect of the role will be to develop the business model of the Corn Exchange to interpret the Council’s future aspirations – and to expand the business by effective marketing, networking and innovative solutions to ensure the community facilities are vibrant, popular and well managed, and operate for the benefit of local residents and organisations within a sustainable framework.

**Main Duties & Responsibilities**

**Operational & Management:**

1. To make the Corn Exchange a focal point in Witney town centre and a venue that is well used by a wide range of the community by developing good working relationships with artists, arts groups and organisations, community and voluntary groups, stakeholders, partners, funders/sponsors, councillors and the public.
2. To maintain a high level of visibility when on duty including being the primary point of contact for the public accessing the buildings and acting with the highest standard of customer care.
3. To line manage and supervise the staff - the Bookings Administrator, Caretakers and Cleaners to ensure they all work in line with the Council’s operating procedures, legislative requirements and customer service standards. This also includes being responsible for their recruitment, training and appraisals and ensuring that their behaviour, conduct and appearance is appropriate at all times.
4. To be responsible for setting the Caretakers Rotas to ensure the Public Halls service is sufficiently staffed to meet the business needs of the service.
5. To oversee the maintenance and operation of the halls electronic booking system for premises in accordance with policy direction. Providing cover in the absence of the Bookings Administrator. Ensuring facilities required and booked by hirers are available, booking forms completed and documentation such as hirers liability insurance, risk assessments are in place, and deposits/full payments received per the terms and conditions of hire.
6. To be responsible for the overall financial supervision of the Pubic Halls, monitoring income and expenditure. In consultation with the Town Clerk/ Responsible Financial Officer seeking to maximise income and reduce expenditure where possible. Exercising budgetary control in respect of revenue expenditure and capital/projects related budgets to ensure the most efficient use of resources following Council procedures and financial regulations. Maximising income streams through innovative service delivery and introducing new users or putting on Council run events.
7. To keep under regular review the level of charges, terms and conditions of hire and policies relating to the operation of the Public Halls, making recommendations to Council on changes.
8. To prepare regular reports to Council on the day to day operation of the Public Halls, reporting on performance through usage, maintenance issues, and generally keeping Members informed, and to attend and present reports to the Council and its Committees as and when required (currently evening meetings).
9. To ensure that full advantage is taken of grants available from various external funds, to assist with the development of the Public Halls.
10. To ensure inventories and the asset register are regularly updated, reporting any amendments or additions to the Responsible Financial Officer.
11. To draw-up a marketing plan for the Public Halls and work with the Communications Officer to produce marketing material publicising the Public Halls and Council sponsored events. Also be involved with promotion via the Council’s website and APP, as well as social media and other medium.
12. To draw-up and implement a programme of Council sponsored entertainment events, in accordance with agreed policy and budget limitations. This includes compiling and arranging publicity material/advertisements and enlisting sponsorship in conjunction with the Communications Officer in the Town Hall.
13. To control and issue cleaning materials/stock and maintain appropriate records.

**Building & Project Management:**

1. To implement best practice and deliver innovative ways to bring agreed projects to successful completion, including the management of day to day maintenance issues (in conjunction with and supported by the Operations & Estates Officer) and the on-going running of the facility/service. Making sure delivery is within agreed targets, timescales and budgets. Attending meetings with key partners/agents as directed by the Town Clerk as and when necessary
2. To prepare and monitor contract specifications for work as required by the Council, ensuring compliance with Standing Orders and all financial administration complies with Financial Regulations
3. To carry out consultation with key users prior to commencement of projects to ensure that the project brief is shaped to the needs of those using services/facilities, as well as incorporating the Council’s long term vision.
4. To work in close partnership with councillors and staff, external bodies/agencies and contractors in the development and implementation of Town Council business and service plans and the delivery of focused projects. To maintain good working relations with all involved.
5. To undertake building maintenance checks on premises and arrange for any repairs to be carried out promptly by the Council’s maintenance staff or outside contractors, as appropriate. Requisition minor works orders and purchasing supplies/equipment.

**Health and Safety & Licensing**

1. To act as the premises licence holder/DPS in accordance with the Licensing Act 2003 and oversee the management of the Council’s Bar functions (currently contracted out to a licensee).
2. To ensure the safe day-today operation of the Public Halls including the management of building usage, staff and contractors, in line with all appropriate legislation, policies and procedures.
3. To be fully conversant with the conditions attached to the operating licences including the premise licence and to ensure these are strictly adhered to.
4. To have an understanding of Health and Safety, First Aid & Fire Regulation responsibilities and functions along with managing buildings and other compliance, and carrying out carry out Risk Assessments, in consultation with the Health & Safety Officer, for work and activities performed by the Council ensuring its obligations are properly met.

**General**

1. To act as one of the key holders to the Council offices and Public Halls and attend emergency callouts as and when necessary, organising repairs if necessary.
2. To undertake such duties as are appropriate to your grade and hours of work as may reasonably be required of you by the Town Clerk.
3. To undertake such training as shall be directed by the Town Clerk.

**The postholder will be expected to discharge his/her duties in accordance with Council policy especially Standing Orders and Financial Regulations.**

**Health and Safety**

Be conversant and comply with Health and Safety regulations applicable to the organisation. Take reasonable care of yourself and others affected by your work activities, use equipment correctly and apply safe working practices effectively to remove or minimise risks of accidents or injury and to meet statutory obligations.

**Fairness and Dignity at Work**

Actively support the Council’s Dignity at Work policy to assist in eliminating discrimination and in maintaining a fair, positive and productive working environment, to meet statutory obligations and good employment practice.

*This job description is provided to assist the post holder to know main areas of responsibilities. These may be amended from time to time, without change to the level of responsibility appropriate to the grade of the post*

**PERSON SPECIFICATION**

**Your skills, knowledge and experience**

* At least three years experience in a similar role in an arts venue or theatre/or other similar establishment
* Duty / house management experience in a theatre or performing arts building.
* Substantial experience of building management, managing contractors, obtaining quotes and ensuring best value for money.
* Experience and thorough working knowledge of health and safety, fire safety, licensing for public buildings and arts venues.
* Experience of line managing staff.
* Experience of delivering and administering room hires and conferencing
* Strong organisational skills
* Excellent customer service skills
* Aptitude for short and long term logistical planning
* Strong verbal and written communication skills.
* Interest and / or experience in commercial income generation and a head for figures.

**Your qualifications**

* 3 ‘A’ levels
* A degree would be desirable but is not essential.
* First aid in the workplace is desirable as is being a personal licence holder

**Your style and behaviours**

For this role you will need:

* A passion for the arts and creativity
* A desire to help shape the future of the Corn Exchange setting high standards for excellence in customer service.
* A love for working with people and working as a manager
* Have an eye for detail

**TERMS & CONDITIONS OF EMPLOYMENT**

**Post Title:** Venue Manager

Salary Grade: SCP 25-27 - £28,785 to £30,507 pa (discretionary range to £32,029 pa)

**Place of Employment:** Corn Exchange, Witney

**Hours of Work:** 37 hours per week

*37 hours per week, to work flexibly to ensure the necessary cover is provided to support the Council’s business needs, this is expected to be outside of regular office hours including some evening and weekend work.*

**Pay Period:** Monthly

**Pay Arrangements:** Salary will be paid by BACS into a bank or building society account, on or before 25th of the month.

**Allowances:** Casual user car rates at NJC approved rates – although a Works Van is provided to travel between sites when on duty.

**Annual Leave:** 23 working days, rising to 28 working days after 5 years continuous Local Government Service (plus 1 extra statutory day at Christmas) plus Bank Holidays.

**Disclosure Scheme:** Appointment subject to satisfactory criminal record check

**Probation Period:** Six months

**Notice Period**

**(by employee):** 3 months

**(by employer):** 1 week for each year of continuous service, subject to a maximum of 12 weeks.

**Conditions of Service:** Unless specified to the contrary, the National Joint Council for Local Government Services, National Agreement on pay and conditions of service.

**Pension Scheme:** Employees with a contract of employment for three months or more are eligible to join the Local Government Pension Scheme which is administered on behalf of the Town Council by Oxfordshire County Council. In view of this arrangement the Town Council does not provide a facility for Stakeholder pensions.

Contributions range from 5.5% - 12.5% of whole time equivalent salary plus pensionable allowances, and are assessed annually in accordance with the Council’s Pensions Policy Statement and the following table:

|  |  |  |
| --- | --- | --- |
| **Band** | **Whole-time equivalent pay range**  **(based on pensionable earnings)** | **Employee Contribution rate (%)** |
| 1 | Up to £14,400 | 5.5% |
| 2 | £14,401 to £22,500 | 5.8% |
| 3 | £22,501 to £36,500 | 6.5% |
| 4 | £36,501 to £46,200 | 6.8% |
| 5 | £46,201 to £64,600 | 8.5% |
| 6 | £64,601 to £91,500 | 9.9% |