

JOB DESCRIPTION



HIRES AND EVENTS ASSISTANT ♦ DOMINION THEATRE

DEPARTMENT	Dominion Events
CONTRACT TYPE	Permanent Full Time
REPORTS TO	Head of Events and Concert Programming
DIRECT REPORTS	None
SALARY	£31,000 per year
HOURS	Basic 40 hours per week, including some evening and frequent weekend work
HOLIDAY	28 days per calendar year (incl. bank holidays)



ABOUT DOMINION EVENTS

The Dominion Events team is a three-person team managing venue hire for four versatile spaces within the Dominion Theatre building, as well as the main auditorium, and occasional venue hire for the Dominion's sister venue, the Aldwych Theatre.

Typical hires include rehearsals, auditions, production meetings and read-throughs, as well as catered corporate meetings and training sessions, all the way up to full venue conferences and events.

The Dominion Events team also works alongside the wider theatre team on occasion, including on press and gala nights for resident productions.

JOB PURPOSE

To assist in the day-to-day administration of venue hires at the Dominion Theatre, including room set-up and client reception, ensuring excellent customer service is provided to all.

This role has varied hours to meet the needs of each client, so a flexible approach to working hours is essential. The working schedule includes some evening and frequent weekend work, but is predominantly office hours.

The Hires and Events Assistant also supports on one-night concert programming events at both the Dominion and Aldwych Theatres.

KNOWLEDGE / EXPERIENCE / SKILLS NEEDED

Please demonstrate how you meet these qualities in your application.

ESSENTIAL

- ◆ Experience working in a customer service, hospitality or reception environment
- ◆ Able to offer consistently high standards of customer service
- ◆ Excellent communication skills with clients and colleagues
- ◆ Strong administrative skills, including a good knowledge of the Microsoft Office Suite
- ◆ Impeccable attention to detail
- ◆ Well organised, able to manage a varied workload and meet deadlines
- ◆ Able to multi-task efficiently

DESIRABLE

- ◆ Experience of booking software such as Artifax Event or similar
- ◆ Experience of Sage 200 accounting software
- ◆ Food Hygiene Certificate Level 2 or above
- ◆ Commitment to personal growth in an events environment
- ◆ An interest in live entertainment

MAIN DUTIES AND RESPONSIBILITIES

VENUE HIRES AND EVENTS

- ◆ Assist in ensuring the smooth running of hires from initial enquiry through to quoting, booking and operation, taking responsibility at each stage of the process and ensuring that communication with the wider Events Team is maintained throughout.
- ◆ Offer excellent customer service to clients and their guests at all times.
- ◆ Be responsible for the opening, set-up, pack down and lock-up of venue hire spaces as required.
- ◆ Manage the entrance of hire guests via the door intercom system.
- ◆ Work with any event contractors, such as outside caterers or equipment suppliers, to ensure that they can carry out their work, offering them support and assistance as appropriate.
- ◆ Alongside the wider Events Team, liaise with the theatres' Technical Teams to ensure timely set-up and delivery of technical aspects of venue hires where appropriate.
- ◆ Alongside the wider Events Team, collaborate with the Front of House team to achieve the smooth operation of large-scale events, meeting Nederlander's customer service standards.
- ◆ Support on one-night concert programming events at both the Dominion and Aldwych Theatres.

ADMINISTRATION AND FINANCE

- ◆ Work with the wider Events Team to ensure that all hire enquiries by telephone, email or in person are responded to promptly and with attention to detail, maximising income where possible.
- ◆ Raise and manage invoices and purchase orders on Sage 200, as required.
- ◆ Complete data entry as required to facilitate accurate financial reporting for the department.
- ◆ Carry out administrative tasks to support the operation of Nederlander Theatres, as reasonably requested by the wider team.

HEALTH AND SAFETY

- ◆ Be fully aware of evacuation procedures and take an active role in these in the event of an evacuation.

- ◆ Induct venue hire clients on evacuation procedure and protocol, and other health and safety policies and practices as required.
- ◆ Ensure that all casual event staff are aware of evacuation procedures and their own roles.
- ◆ Take responsibility for events equipment, ensuring that storage areas are left clean and tidy.
- ◆ Support the wider Events Team in the upkeep of immaculate Health and Safety practice within the department, abiding by existing policies at all times.
- ◆ Ensure Food Hygiene procedures are adhered to and documented as necessary.

OTHER

- ◆ Set up for internal meetings taking place within the Dominion Theatre as required.
- ◆ Collaborate with the Marketing Team to promote the venue hire and events packages, offering creative input for social media, the company's website and wider online presence.
- ◆ Comply with all Company Policies and Procedures, including but not limited to: all HR Policies, Inclusion, Diversity and Equity Policy, Sustainability Policy, and the Health and Safety Policy.
- ◆ Undertake any task as reasonably requested by the Head of Events and Concert Programming, Event Manager and/or wider management team.