



EVENTS & VENUE HIRE OFFICER

JOB PACK

wacarts.co.uk/vacancies
recruitment@wacarts.co.uk





Dear Applicant,

The Events and Venue Hire Officer position plays a key role in driving the earned income for the charity at Wac Arts. The postholder will not only manage existing clients and key stakeholders but will also be responsible for developing new business opportunities for the events and hire divisions.

For more than 45-years, Wac Arts has delivered an accessible Arts Programme engaging an estimated 30,000 children and young people. We are experts in working with those from diverse backgrounds, bringing together young participants with different abilities, genders, ethnicities, cultures, religions and lived experience to take part and learn together. Continuing to build on its success, the charity is now looking forward to an exciting future with the ambition to continue to build its affordable arts programme.

The role is offered on a permanent, full-time basis and requires some weekend and evening work. You must be passionate about the work we do and able to connect with young creative people.

We would particularly welcome candidates from the global majority who could provide the team the diversity in thoughts, lived experiences and skillsets that match the diverse community Wac Arts serves across London.

This pack contains further information about Wac Arts and the role. If you would like to have an informal chat about this opportunity, or have any queries, please feel free to contact us on recruitment@wacarts.co.uk.

We look forward to receiving your application.

Kind regards,

Ann Main
Director - HR & Administration



ABOUT THE ROLE

KEY RESPONSIBILITIES

The following is an overview of the role. It is not an exhaustive list.

- Generate income for the organisation by managing its venue hire and events divisions.
- Manage stakeholder relationships, including building previous relationships with hirers and establishing new ones.
- Proactively manage the diary for the town hall and work closely with the programmes team to ensure there are no gaps in the calendar when it comes to space hire or internal use.
- Proactively meet all event and hires requirements, including meeting client expectation on soft services.
- Be responsible for all necessary reports, invoicing and other documentations. Work closely with the finance department to support reconciliations and manage any related debtors.
- Work with the Head of Departments to ensure seamless connectivity between the front of house team and building services' team, managing bookings inclusive of the internal programmes, ensuring appropriate and optimum usage of the various spaces.
- Work with the Building Manager, and Front Desk to ensure hire spaces are prepared and presented in accordance with the information provided on the booking system and so meet the needs and expectations of the client.
- Responsible for the maintenance and development of the current software planning platform.





ABOUT THE ROLE

- Assist the Head of Property Management and Building Services' 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.
- Conduct client site visits, in-person availability to clients; Supervision of arrival and departure of client productions.
- 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.

GENERAL

- Ensure all Risk Assessments are up-to-date and accessible
- Work with the Premises License holder and supervise any alcohol distribution in line with venue license regulations.
- Obtaining all H&S qualifications including IOSH and PLH
- Contribute to an open, creative, and collaborative team culture.
- Support Wac Arts marketing, and communications strategies by providing information and data with colleagues on request
- Comply with Wac Arts' Equal Opportunities, Safeguarding, Health & Safety, Data Protection, and other policies at all times.
- Provide data and reports for internal and external parties as required.
- Support with fundraisers, festivals, commissioned works and other creative events.
- Undertake other tasks as directed by your line manager.





ABOUT THE ROLE

JOB DESCRIPTION

Job Title:	Events and Venue Hire Officer
Salary:	£30,000 per annum
Contract:	Permanent full-time
Hours:	35 hours per week (excluding a one-hour lunch break per day).
Report to:	Head of Property Management
Location:	Wac Arts, 213 Haverstock Hill, London NW3 4QP

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:

DEMONSTRABLE KNOWLEDGE AND EXPERIENCE

- Relevant industry experience (direct or transferrable) in managing properties, hires and events.
- 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.





ABOUT THE ROLE

ESSENTIAL SKILLS AND ATTRIBUTES

- A positive outlook
- Entrepreneurial and able to deliver to target on small and micro budgets
- Approachable, personable and confident manner while remaining professional at all times
- Self-motivated and results driven
- Problem solver
- Excellent project and time management skills and the ability to prioritise effectively, often working to tight deadlines
- 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.

The duties and responsibilities described are not a comprehensive list and may change, or additional tasks within the scope of work may be assigned at any time with or without notice, as necessitated by business demands.





HOW TO APPLY

Wac Arts are committed to the equal treatment of all current and prospective employees, starting with our application process.

We have implemented an anonymised shortlisting process. All applications must be submitted via our **online application form**. Your application will then be anonymised for the screening stage.

You are unable to save the application as you work, so we recommend you prepare answers to the questions in advance. You can access a copy of the application questions from our **website**.

We also accept audio recordings (MP3 file) or a video application of up to 3-4 minutes (MP4). If you prefer to apply using one of these formats, please contact us at recruitment@wacarts.co.uk for assistance.

Application deadline: End of day **Sunday 9th March 2025**.

Interviews will be held the week commencing **10th March 2025**.

Please Note: We will evaluate applications as they come in, and interview candidates on a rolling basis. We may offer the role prior to the closing date, reserving the right to close this advertisement early. We encourage interested individuals to submit their applications promptly

If you would like a version of this pack in an alternative format (e.g. large text), please feel free to contact us and we will do what we can to support your request. Please call 020 7692 5800 or email recruitment@wacarts.co.uk using the subject heading “Events and Venue Hire Officer”.





HOW TO APPLY

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.

At Wac Arts we strive to be a leader in diversity and inclusion. Reducing inequality is the cornerstone of our mission. It is vital that we understand the diversity of our own organisation accurately and at all levels.

As such, we would like to ask you to complete the optional form [here](#).

DBS STATUS

The successful applicant will be required to undertake a Disclosure and Barring Service (DBS) Enhanced Disclosure and appointment to this post is subject to Wac Arts being in receipt of a satisfactory DBS Disclosure, under section 115 of the Police Act 1997. We will arrange this for the successful candidate.





MISSION

Nurture children and young people's creativity through the arts.

VISION

- An organisation that is nationally recognised for its expertise in providing accessible arts provision, and for playing a significant role in the creative journey of children and young people.
- An organisation for, by and with communities to engage, enhance and elevate youth arts.

PURPOSE

To provide access to arts for children and young people, particularly those who are experiencing barriers to participation.

GOALS 2024-2027

- Continue to provide an affordable arts programme for children and young people, irrespective of their background or abilities.
- Further develop the young company offering in place as part of the arts programme.
- Continue to provide Continuing Professional Development opportunities for teachers, young artist practitioners and those who engage with children and young people in the arts.
- As custodians, manage the upkeep of the Old Town Hall building as a community asset.
- Continually develop an organisational culture that promotes the charity's values and principles of inclusion, collaboration, and staff development.
- Be a financially resilient and sustainable organisation.