



Venue and Events Manager (Full Time)

Job Description

The Lir:

The Lir Academy at Trinity College Dublin, which opened its doors in September 2011, was developed by a partnership of the Cathal Ryan Trust and Trinity College Dublin. It is formally associated with the world-renowned Royal Academy of Dramatic Art (RADA) in London.

The Lir aims to train young actors, designers, directors, playwrights, stage managers and theatre technicians to the highest international standards for careers in the theatre and allied professions. The Lir offers a three-year Bachelor in Acting (Hons) degree, a three-year Bachelor in Stage Management (Hons) degree, a one-year Foundation Diploma in Acting & Theatre and one-year Master of Fine Art programmes in Playwriting, Stage Design (including set, costume and lighting) and Theatre Directing. A range of short courses are also being offered and further courses are planned.

The training offered by The Lir is closely linked to the ever-changing needs and directions of the theatre industry. The Lir has also fostered close links with the allied professions of film, television, radio and new media. The Lir is housed in an exciting new building at Grand Canal Dock, designed specifically for the range of courses it offers. It features a flexible black box studio with a seating capacity of more than 130, as well as smaller performance studio, a dance studio, technical workshop, scenic art workshop, wardrobe workshop, design studio and a range of flexible teaching spaces to suit the training needs of The Lir's young theatre practitioners.

All full-time students at The Lir are fully registered students of Trinity College Dublin and all degrees and diplomas are conferred by Trinity.

Position Overview:

The Lir is now seeking to appoint a Venue and Events Manager on a full-time basis.

The Venue and Events Manager will be a key member of a team that includes a full-time Director, Director of Administration, Director of Technical Training, Director of Marketing, Head of Construction, Head of Stage Management, Foundation and Short Course Director, Director of Development, Head of Scenic and Props, part-time Finance Officer, Head of Lighting, Production Manager, Reception and Admissions Manager and Academic Administrator. This team is complimented by part-time Resident Theatre Director and Designers and a team of part-time teachers, all of whom maintain direct connections to professional theatre, TV and film.

An Academic Director, currently Prof. Brian Singleton, is seconded by Trinity College to work with all Lir staff to ensure that courses continue to meet Trinity's academic standards and requirements.

Post Summary:

The Venue and Events Manager will work directly with The Director of Administration who is responsible for the smooth running of the Academy's operational functions.

Principal Duties and Responsibilities:

Venue Management – (FOH, Facilities & Venue Rentals)

Front of House Manager – *Front of House management for all public facing events*

- Ensuring a friendly, welcoming, professional, efficient and accessible service to all visitors.
- Responsible for the safe, smooth and efficient running of front of house operations for all Lir events as well as the identification and implementation of long term strategies for front of house management development.
- To lead in the ongoing development of the Duty Managers' handbook and to ensure that procedures to support compliance to licensing, safety or other legislation are carried out.
- To abide by and promote The Lir's health and safety policies in conjunction with current health & safety legislations, and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures.
- Managing and maintaining our box office systems (Ticketsolve) in relation to our public facing productions.
- Recruiting and training all house customer service staff, including ushers, concessions salespeople and box office staff.
- Coordinating any volunteer or unpaid workers as required.
- To ensure that all front of house staff have adequate and appropriate training to include: customer service, access, health & safety.
- To be responsible for drawing up staff rotas, ensuring that the front of house is adequately staffed at all times with duty managers and ushers.
- To provide accurate wage information for front of house staff to the Finance Officer.
- Ensure FOH staff maintain and deliver a high standard of appearance and customer service.
- Leading on the delivery of all public facing events.
- Creating and maintaining reports with regards to attendance, lost-and-found and bar/box office receipts, health & safety.
- Responsible for the overall experience of patrons, and so coordinate all concession and merchandise displays, the cleaning of the public spaces and any artwork or advertisements that are on display.
- Motivating concession staff to up sell and move as much merchandise as possible during a given shift.
- Responsible for all vendor management seeing that all beverage, food and merchandise are purchased, delivered and prepared for sale.
- The Front of House Manager will also work closely with other departments within the company including marketing & development
- Upholding duties as Fire Warden of the building.
- Occupational and First Aid Officer.
- Safety committee member to include taking minutes at safety meetings.

Facilities - *Facilities management (in conjunction with the technical department)*

- First point of contact for maintenance and upkeep of the building
- Answering and directing requests from facilitites@thelir.ie
- To carry out regular checks ensuring all spaces, internal and external including all fittings, equipment and resources are well maintained, in good working order and to take appropriate action when they are not.
- To oversee the management of the cleaning contract, liaising with the contract supplier and to ensure standards of cleaning the building and surrounds are maintained.

Venue Rentals – *Maximising venue rental income through external hires and events*

- Working with the Academic Administrator and course directors on venue scheduling for all room bookings
- Handle telephone and email enquiries for Venue Rental through venuehire@thelir.ie
- Facilitating venue tours & visits with prospective clients.
- Administering rental agreements and keeping an accurate calendar of events.
- Developing and delivering Venue Sales Packages in consultation with The Director of Marketing and Director of Technical Training.
- Managing requirements for each venue rental.

Financial/Bookkeeping –

- Keep accurate records of incoming revenue from box office and venue rental sales.
- Maintain accurate filing systems.

Person Specification

Qualifications, Knowledge & Experience

- Ideally have completed a Business in Arts qualification with 2-3 years experience working in a similar capacity. Previous administration experience in the arts (specifically theatre) or education sector would also be considered an advantage.
- Excellent working knowledge of MS Office suite including Word, Excel, Access and PowerPoint.
- Excellent administrative and business support skills with proven ability to multi-task
- Strong ability to organise and work effectively under time pressures and on own initiative.
- Have the ability to forward plan and anticipate problems before they arise.
- Strong written & verbal communication.
- Previous experience of working in a third level institution would be considered an advantage.
- PR or marketing experience would also be beneficial.
- Display strong attention to detail and concern for accuracy.
- Ability to work both independently and as part of a small team.

Competencies

- Oral communication: convincing and confident when speaking to others; comes across as welcoming and approachable in manner
- Written communication: an ability to communicate effectively in writing. Documents are clear, concise and error-free.
- Good organisational skills.
- Interpersonal skills: ability to interface effectively with the general public; fosters good working relationships; can work effectively in a multi-cultural bilingual environment.
- Conscientious: is accurate in their work and pays attention to detail.
- Deadline oriented: can handle multiple tasks simultaneously and meet deadlines
- Resourceful: can work on own initiative; knows where to find information/help and can problem solve
- Flexibility: can operate flexibly within a busy work environment.
- Team worker: can operate effectively as part of a team.
- Analytical skills: can identify a problem and propose a solution.
- Motivated: displays a 'can-do' attitude; is committed to The Lir and wishes to contribute to its development

Salary:

€25,000

Working hours:

General working hours are 9am-5pm, Monday to Friday when the venue is not open for evening performances or events and from 2pm – 10pm (or an equivalent 8 hour shift) when evening performances or events are scheduled.

Application details:

Interested candidates should submit a letter of application and a full CV to colm.carney@thelir.ie

Deadline:

Wednesday 29th August 2018 at 5pm.

Interviews:

Selected candidates will be expected to make themselves available for interview in Dublin the week of the 3rd of September 2018.