



## **Events and Operations Manager Job Description**

### **Overview:**

The Lir Academy at Trinity College Dublin, founded in 2011, is seeking to appoint a key member of the administrative team. The role of Events and Operations Manager offers an exciting opportunity for the holder of the position to contribute to the daily operation of The Lir Academy and graduate productions.

The Lir Academy was developed by a partnership of the Cathal Ryan Trust and Trinity College Dublin in association with the world-renowned Royal Academy of Dramatic Art (RADA) in London. We train young actors, designers, directors, playwrights, stage managers and theatre technicians to the highest international standards for careers in the theatre and the allied professions of film, television, radio and new media. The training we offer is closely linked to the ever-changing needs and directions of the performing arts industries. The Lir Academy is housed in a purpose-built facility at Grand Canal Dock, designed specifically for the courses we offer. It features a flexible black box studio with a seating capacity of 130, as well as two further performance studios, a dance studio, technical workshop, and a range of flexible teaching spaces to suit the training of The Lir's young practitioners.

The successful candidate will join the Lir Administration team that includes the Director of Administration, Finance Officer, Academic Administrator, Admissions and Short Course Manager and Receptionist. The successful candidate will also work closely with the Lir Facilities team that includes the Director of Technical Training and Facilities Management and two department technicians.

## **ROLE SUMMARY:**

The primary role of the Events and Operations Manager is to ensure the building maintains operational standards and is equipped and ready for daily activities. The Events and Operations Manager will also lead out on Front of House Management for all public facing events. The Events and Operations Manager is a busy role that will interlink the successful candidate with all staff and students at the academy. The Lir Academy prides itself on a high standard of course delivery and student success and the Events and Operations Manager is key to this delivery, from ensuring appropriate room set up to managing Front of House delivery of our public facing graduate productions. Outside of Lir activity, the Events and Operations Manager will have the opportunity to engage with the wider arts community when hosting their event at The Lir Academy as necessary. The Events and Operations Manager reports to the Director of Administration but also works closely with the Commercial Director for all areas concerning venue hire.

## **DUTIES AND RESPONSIBILITIES:**

### **Events and Operations 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 front of house customer service staff, including ushers, concessions salespeople and box office staff.
- Coordinating any volunteer and unpaid staff 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, commercial & 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)**

- Point of contact for venue maintenance and upkeep of the building.
- Answering and directing requests from [facilitites@thelir.ie](mailto: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.
- Work with the Director of Technical Training and Facilities Management to ensure effective staff scheduling.

### **Venue Rentals & Event Management – Maximising venue rental income through external hires and events**

- Working with departmental staff on event planning and venue rental scheduling.
- Leading out on hospitality management for events and venue rentals as required.
- Handle telephone and email enquiries for venue rental through [venuehire@thelir.ie](mailto:venuehire@thelir.ie)
- Facilitating venue tours & visits with prospective clients.
- Administering rental and event agreements and keeping an accurate calendar of events in our programming software, Asimut.
- Developing and delivering Venue Sales Packages in consultation with The Director of Marketing and Director of Technical Training.

### **Financial/Bookkeeping**

- Keep accurate records of incoming revenue from box office, bar and venue rental.
- Establish and maintain accurate filing systems.

## **Person Specification**

### *Qualifications, Knowledge & Experience*

- Qualification in events management, hospitality or similar preferred.
- A minimum of 1-2 years' experience as an event or venue manager preferred including box-office management.
- Previous administration experience in the arts (specifically theatre) or education sector would be considered an advantage.
- Previous experience in the management of safety measures and risk management preferred.
- PR or marketing experience would also be beneficial.
- Good organizational and time management skills.
- Good working knowledge of MS Office suite including Word, Excel, Access and PowerPoint.
- Strong ability to organise and work effectively under time pressures and on own initiative.
- Ability to multitask and remain calm in stressful situations.
- Have the ability to forward plan and anticipate problems before they arise.
- Strong written & verbal communication.
- 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**

€30,000-€32,000 commensurate with experience.

### **Working hours**

General working hours are 9am-5pm, Monday to Friday when The Lir Academy is not open for performances or events and from 2.30pm – 10.30pm (or an equivalent eight-hour shift) when evening performances or events are scheduled. Graduate performances take place every six weeks during the academic year. Working hours will include weekends for graduate performances and specific events with TOIL.

### **Application Details:**

All applications will be overseen in the strictest of confidence by The Lir's Director of Administration, Anne Fitzpatrick.

Interested candidates should submit a letter of application and a full CV to [recruitment@thelir.ie](mailto:recruitment@thelir.ie)

Application timeline:

Closing date for receipt of applications: **5pm Monday 26<sup>th</sup> June 2023.**

Interviews: In Dublin, Thursday 29<sup>th</sup> June 2023.

Preferred starting date: On or before the 14<sup>th</sup> of July 2023.

### **Selection methods:**

Short-listing of candidates will be on the basis of the information contained in their CV and covering letter.

Candidates who are short-listed will be expected to attend for an interview at The Lir Academy in Dublin on the 29<sup>th</sup> of June 2023.

Further information: [recruitment@thelir.ie](mailto:recruitment@thelir.ie)