

## **Job Description: Event Manager**

**Reporting to:** Salt Arts CIC Director.

**Responsible for:**

Front of House stewards.  
Performers/artists/presenters.

**Team:** Event Managers.

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### **Introduction**

Salt Arts CIC celebrates the community and places that make SE Cornwall and the Tamar Valley special. We work with individuals, businesses and community organisations to deliver cultural projects.

Our objectives are to:

- Strengthen, diversify and build the cultural sector in the region.
- Facilitate a wide range of cultural and creative projects.
- Grow new talent and engage a wide audience.

We aim to create work which:

- Has longevity and will grow and become embedded in communities.
- Brings genuine long-term benefits to users and communities.
- Through excellent content will inspire, entertain, educate and instil happiness and wellbeing.

Our current major project is launching Saltash Studios, a new creative community hub on Fore Street in Saltash. Most of the events over the next 12 months will be taking place in evenings and weekends at this venue and will include:

- Cinema screenings
- Live performances/talks
- Indoor markets
- Creative workshops
- Private hire events
- Festivals

### **Job Purpose**

We are aiming to create welcoming and high quality activities which are accessible to the whole community.

We are also at a key point of change and growth and you will be part of a team of Event Managers who are key to helping us develop and improve our operations, services, policies and income generation.

## **Duties & Responsibilities**

### Front of House Operations

- Opening and setting up venues following opening systems and procedures.
- Running rehearsals.
- Accurately checking tickets and selling tickets (or supervising a volunteer).
- Starting and ending film screenings and live events.
- Adjusting venue sound levels and heating controls appropriately.
- Being responsible for security and use of money, equipment and venue facilities.
- Be a main point of contact and ambassador of Salt Arts CIC.
- Running events within the terms of our license agreements.
- Saving energy by keeping doors, windows closed and switching of electrical equipment where appropriate.
- Keeping the building secure throughout events.
- Clearing and closing down venues, following locking up systems and procedures.
- Helping users of venue(s) for private hires to set up and break down events.

### Staff Management

- Managing, supporting, training and motivating volunteer stewards to deliver a high standard of customer service.
- Be aware of specific needs that staff may have and working with them to help them deliver their responsibilities.
- Managing artists and production staff.
- Adhere to and contribute to Salt Arts CIC policies on diversity, access and equality.

### Customer Service

- Leading on customer welcome and service creating a warm and friendly environment for audiences, staff, volunteers, hirers and visitors.
- Collating feedback and dealing with or passing on complaints.
- Looking after data in accordance with GDPR legislation.

### Health & Safety

- Being responsible for all aspects of health and safety at events including fire safety and evacuation, first aid and protection of vulnerable individuals.
- Check spaces throughout events for cleanliness and safety.
- Managing rubbish and recycling
- Report on issues and contribute to keeping Salt Arts CIC's policies up-to-date.

### Income & Finances

- Keeping cash and card machines secure.
- Accurately recording income from different streams.
- Facilitating donations.
- Maximising income generation from bar, tickets sales and other sources.

### Bar & Refreshments

- Selling drinks and refreshments or supervising others to deliver this.

- Take responsibility for sales of alcohol and maintaining Challenge 25 policy.
- Running the bar within the terms of our premises license.
- Keeping the bar and kitchen areas clean during events in line with our hygiene policy.

#### Event Strategy

- Promoting Salt Arts CIC's events and activities both verbally and through making merchandise and marketing materials available.
- Collect material such as quotes and photos for social media promotion.
- Maintain records of issues, snags and opportunities for us to improve our services.
- Develop and maintain good relationships with hirers and third party events staff.
- Taking part in event planning and evaluation meetings.

#### Other

- Be a venue key holder and occasionally be 'on call' facilities manager and attend to issues at the venue out of hours when the Director is not available. These periods will be scheduled in advance and in agreement with all parties.

### **Person Specification**

#### Essential

- Demonstratable experience of working in front of house or events management in arts, hospitality, community or other similar sectors.
- Love of public events, arts, cinema and the local community.
- Excellent communication skills.
- Ability to complete Fire Warden and First Aid training.
- Experience of managing health and safety in public buildings.
- Willingness to working evenings and weekends.
- Ability to think on your feet and respond to changing circumstances and challenges calmly.
- High standards for delivery of public activities.
- IT skills – ability to use email, spreadsheets, word documents, phone apps and internet.
- Ability to work independently.
- Ability to work in central Saltash at weekends and during evenings up to 11.30pm.

#### Desirable

- Experience of catering and bar services.
- Experience of running ticketed events.
- Experience of cash and card sales.
- Experience of working with volunteers.
- Personal license holder

## Hours

- Event Management responsibility will be shared between team members, managed by Salt Arts CIC's Director.
- Schedule will be agreed in advance with the Director and other team members.
- Hours are likely to involve Friday and Saturday evenings and some weekend daytimes. May also involve other evenings through the week.
- Hours will not be the same each week but will depend on the duration and number of events.

**Salary:** £11.50ph (plus pension and holiday pay – see below)

**Holidays:** 28 days pa. Will be calculated by adding 12.07% to pay for scheduled hours, e.g. if you work 10 hours in a month you will receive:  
 $10 \times 12.07\% = 1.207$  hours additional holiday pay.

**Probation period:** 3 months.

**Contract type:** Zero hours, employed contract.

**Notice period:** 2 weeks during probation. 6 weeks after.

**Training:** Training will be provided by Salt Arts CIC in the office and at Events. Professional training such as 1<sup>st</sup> Aid will be provided by external providers.

**Pension:** Salt Arts CIC automatically enrolls employees in a pension scheme through NEST. 5% is contributed by employees (1% of which is tax relief) and 3% is contributed by Salt Arts CIC. Employees have one month to opt out of the pension scheme, starting 3 working days after enrolment.

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