



At St George's Church, Leeds, our Events Team mission is to provide venue solutions and meeting room services that enhance the vibrancy of our city. Our meeting rooms are thoughtfully designed for collaboration, creativity, and productivity, fully equipped and supported by experienced professionals. Whether hosting corporate conferences, community gatherings, or private functions, our versatile spaces cater to diverse needs.

**Role Title** Venue Operations Manager

**Key Objective** Take overall operational management and administrative responsibility for internal and external venue bookings, principally at St George's Centre and St George's Church, Leeds, but with support for the Events Coordinators at other venues in Leeds for which St George's Church has responsibility (currently Holy Trinity Boar Lane and St Augustine's Wrangthorn).

**Responsible To** Operations Manager

**Key Responsibilities**

**Operations Management**

- Oversee the bookings calendar for all external and internal bookings for venues operated by St George's Church, Leeds
- Liaise with customers before events regarding their room requirements, catering, and technical equipment to ensure successful meetings and a positive experience when using any of our venues, handing over to the Event Coordinator once bookings are confirmed
- Liaise and work alongside external catering companies including the Nurture catering team at St George's Crypt for customer catering requests
- Liaise and work alongside other preferred suppliers for all venues, ensuring St George's ethos is at the heart of what we do
- Oversee appropriate operational staffing levels to support external events, including managing bank staff rotas, providing daily event worksheets for St George's Centre and overseeing a team of paid and volunteer staff for other venues
- With support staff and volunteers, ensure that all customers, delegates and visitors receive a warm, friendly and professional welcome to our venues
- Take overall responsibility for the operational management and marketing of St George's car park working with the Events Coordinator on day-to-day management
- Respond appropriately to feedback during and after events
- Manage the work of the Events Co-ordinator

**Marketing**

- Plan and instigate a marketing strategy for all venues
- Provide potential customers with appropriate information for room hire prior to booking an event, including arranging tours of venues and

facilities

- Oversee management of social media platforms for all venues and ensure venue websites are maintained with accurate and attractive customer information
- Work with other leaders to balance the need to maximise income from external organisations using venues with the need for space for church ministries and internal meetings
- Deal promptly and courteously with visitors and enquiries, including potential clients of St George's Crypt

#### **Admin**

- Ensure all administrative tasks relating to events and bookings are kept up to date
- Take responsibility for the finances relating to external bookings at all venues, including raising invoices, credit notes, banking and credit control
- Ensure that all external customers are invoiced promptly for events and check that payment is received in full and reconciled with invoices
- Regularly review the pricing of venue facilities to ensure they remain competitive
- Manage the Nurture Catering account, including bank reconciliation and monthly reporting to their finance team
- Maintain petty cash as required at St George's Centre
- Provide reports for the St George's Events Board and attend their meetings as required
- Oversee and order stationery, catering and equipment supplies as required for St George's Centre
- Act as GDPR Data Processor for St George's Centre

#### **General**

- Line manage, recruit and train any paid staff reporting to the Venue Operations Manager, including bank staff
- Be responsible for managing the use of Artifax events software Including training for team members
- Work with the Buildings and Facilities and IT Technical Managers to ensure all venues are maintained to a high standard and fit for purpose and to ensure the Health and Safety of staff and visitors
- Take responsibility for the maintenance of appropriate food hygiene standards
- During busy periods within our churches, it would be desirable to get involved with church events, such as serving hot drinks at Christmas carol concerts
- Deal promptly and courteously with visitors and enquiries, including potential clients of St George's Crypt

#### **Terms**

**Place of Work:** Based at St George's Centre, Great George Street, Leeds, LS1 3DL, and attending other venues as required

**Salary:** £27,500 - £29,500 depending on experience

**Hours of work:** 37.5 hours per week; some evening and weekend work may be required for which time off in lieu will be available

**Holidays:** 25 days per annum plus Bank Holidays

#### **Venues in St George's Team Ministry**

- St George's Centre
- St George's Church
- St Augustine's Church
- St Augustine's Church Hall

- Holy Trinity Boar Lane

## PERSON SPECIFICATION

	Essential	Desirable
Supportive of the vision and values of St George's Church	<b>X</b>	
Previous experience in customer service work, administration & hospitality	<b>X</b>	
Previous experience of event management	<b>X</b>	
Excellent understanding of hospitality, conferences and event management	<b>X</b>	
Excellent communication skills	<b>X</b>	
Excellent time management, including ability to multitask, prioritise workload and work to deadlines	<b>X</b>	
Ability to take initiative	<b>X</b>	
Excellent organisational and administrative skills	<b>X</b>	
Eye for detail	<b>X</b>	
Accurate numeracy and good literacy skills with a minimum of 5 GCSEs grade C or above or equivalent	<b>X</b>	
Computer literate in Microsoft Office & Google Drives	<b>X</b>	
Physically fit to carry out demands of the role	<b>X</b>	
Trustworthy	<b>X</b>	
Team player	<b>X</b>	
Willingness to undertake appropriate training	<b>X</b>	
Christian involved in church activities		<b>X</b>
Previous experience of community, charitable or Christian organisations		<b>X</b>
Previous experience of line managing staff		<b>X</b>
Previous experience of bookkeeping		<b>X</b>
Food Hygiene Certificate - Level 2		<b>X</b>
Access to personal vehicle to travel between sites		<b>X</b>