

MOUNTVIEW

Job Description

JOB TITLE: **Venue Hire Officer (6 Month Fixed Term Contract, 0.5 FTE)**

RESPONSIBLE TO: **Sales & Events Manager**

WORKS CLOSELY WITH

Scheduling & Planning Manager
Facilities & Operations Team
Development Team
Finance Team
Production Team

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview is a vibrant and dynamic organisation to be a part of. Dedicated to ensuring the future of the creative industries, we train actors, practitioners and technicians to the highest standards. The staff team are highly skilled, friendly and dedicated, and as a result Mountview is flourishing with creativity. We are an outward-looking organisation, with ambitions spanning local, national and international activity. Our home in Peckham is beautifully purpose-built and we thrive in it. However, Mountview is not a building, it is an ethos, and we have recently launched six regional sites for some of our training. Mountview is a happy and energetic workplace which celebrates kindness and difference, and succeeds through a shared pursuit of getting things done well.

Our core values, which guide and inform everything we do and believe, are:

- **CHALLENGE THE STATUS QUO**
doing things differently and courageously; allowing curiosity to drive us; being motivated by new ideas and pushing boundaries; celebrating dynamic and playful exploration; influencing industry with progressive practice; inspiring everyone we reach.
- **CREATE BELONGING**
welcoming all people from all backgrounds; implementing anti-oppressive practices; actively seeking to break down barriers to inclusion; creating access; embedding Equality, Equity, Diversity, and Inclusion approaches; celebrating difference.
- **SUSTAIN THE FUTURE**
environmental mindset, maintenance, and renewal of existing resources; retaining rigour and integrity of our quality and standards; financial sustainability; resilience and wellbeing and supporting with nurture and kindness.
- **COMPASSIONATE COLLABORATION**
elevating ideas by working together with respect, sharing our warmth, creativity, and resources; finding strength in partnerships and collaborating internally and externally; developing cultural competency; listening; utilising networks.
- **TRANSPARENT COMMUNICATION**

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being appropriately open with our information and processes; developing liberatory training practices; compassionate and clear communication; solutions focussed; ownership of responsibilities with clear accountability; observing data privacy.

I hope you will enjoy getting to know more about Mountview and wish you well in the application process should you choose to apply. You are welcome here.

WE DO THINGS DIFFERENTLY

Whether through our higher education programme, our participation work or Mountview Exams, our training aims to develop skills, grow confidence, celebrate creativity and reward individuality.

As one of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Mountview is synonymous with exceptional Musical Theatre training and we are widely considered to lead the field as global innovators. We are proud to have launched our own examination board, offering graded Musical Theatre qualifications. Our unrivalled expertise brings a fresh approach, sharing our values with people of all ages and at all stages in their development.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (*Unicorn Theatre*), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

BACKGROUND TO THE ROLE

Mountview's Sales & Events team is responsible for generating income for the charity by driving venue hire, developing our networks, and building relationships with the clients, companies and artists who use our meeting, event, office, theatre and rehearsal spaces. The team also provides an events service for other teams within Mountview, for example the Development team.

PURPOSE OF THE ROLE

The Venue Hire Officer is a key member of the Sales & Events team, and this is a great opportunity for an organised and proactive individual to join a busy working venue in the heart of Peckham. Reporting to the Sales & Events Manager, the post holder will administrate enquiries and bookings, and assist in the planning and management of internal and occasional external events.

MAIN DUTIES AND RESPONSIBILITIES

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

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Venue Hire

- Act as first point of contact for prospective hirers, providing the highest levels of customer service.
- Respond to general hires emails and phone enquiries in a clear, accurate and professional manner in conjunction with the Sales & Events Manager.
- Give venue tours to potential hirers, answering their queries and upselling the venue and its associated in-house services.
- Liaise with other departments as necessary to assess and confirm availability of spaces and facilities, in particular the theatre spaces.
- Take in-person and over-the-phone payments for hires and record the information accurately on finance systems.

Planning and Delivery

- Act as first point of contact for hire clients, including meeting, greeting and providing induction on fire evacuation, building safety etc.
- Set up security passes for external clients to access the necessary spaces in the building.
- Oversee and inform clients of postal deliveries and larger deliveries that require Service Yard access.
- With the Sales & Events Manager, establish operational requirements for hires and events, including furniture, technical services, equipment, catering and staffing, liaising with internal departments to facilitate requests.
- During longer-term hires, act as liaison to ensure all hirer needs are met.
- Ensure event briefing forms have been sent, and brief Duty Management and Welcome Teams as needed.
- Assist the Sales & Events Manager, other Mountview departments and third-party clients with event planning and delivery as required.
- Provide on-the-ground event support where necessary.

Administration

- Keep the room bookings and pencils tracker up-to-date.
- Issue invoices to external clients.
- Ensure that all booking information and requirements are updated on ASIMUT (Mountview's room management system) and on finance systems.
- Conduct fortnightly chasing and cleansing of the room bookings system.
- Assist the Sales & Events Manager with marketing and promotional activities, and other administration, as required.
- Assist in managing and tracking equipment available to hirers.

Other Duties

- Provide cover for the Sales & Events Manager when they are on annual leave.
- Build credibility and good working relationships with colleagues across Mountview.
- Act as an ambassador and brand guardian for Mountview at all times.
- Attend and contribute to staff meetings as required.
- Undertake training and development as required.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

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Essential

- Excellent time management and organisational skills, with the ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner.
- Ability to self-motivate, use own initiative and maintain meticulous attention to detail.
- Excellent team working and interpersonal skills, with the ability to build effective relationships with a wide range of people.
- Resilient, able to work calmly under pressure in a target-driven environment.
- IT-literate and proficient in using Microsoft Office, Outlook and OneDrive.
- Positive, proactive and professional attitude.
- Flexible and adaptable approach to a varied day-to-day workload.

Desirable

- Basic understanding of technical theatre, and the nuances of hiring to the theatre industry (rehearsals, audition requirements etc).
- Demonstrable administrative experience, ideally in an arts and/or higher education setting.
- Proven experience in a customer-facing role, ideally in a venue or arts setting.
- Experience of working in a busy office or venue, and managing a complex and varied workload.

TERMS AND CONDITIONS

Salary: Circa £30K per annum, pro rata, depending on experience.

Contract: 6 month fixed term contract, with possibility of extension.

Hours: 20 hours per week (0.5 FTE), 4 hours per day Monday to Friday, exact hours to be agreed with line manager. Additional hours may be required, including some evenings and weekends, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

All holiday entitlements are pro rata for part time staff.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.

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- Generous sick pay.
- Enhanced family leave.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Wednesday 11 February at 9am.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

All applications will be acknowledged. Late applications will not be considered.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.