

MOUNTVIEW

Job Description

JOB TITLE:	Venue Hire Officer (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 does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our

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partnerships, we secure a vibrant future for the arts – and for the students and staff who make Mountview what it is.

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow, and we support each other to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability	Compassion & Respect	Continuous Improvement
Resilience & Adaptability	Collaboration & Teamwork	Using & Managing Resources
Curiosity & Creativity	Communicating & Influencing	Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

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.

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.

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- 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 requires 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

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.

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- 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 £31K per annum, pro rata, depending on experience.

Contract: Permanent.

Hours: 20 hours per week (0.5 FTE), 4 hours per day Monday to Friday, exact hours to be agreed with line manager, with flexibility to work up to 40 hours per week (full time) to cover line manager annual leave.

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.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.

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- 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 an Employee Assistance Programme provided by Health Assured/Wisdom Wellbeing, offering a range of support, advice and guidance on issues relating to life, work and health.
- Access to ARAG counselling assistance, a confidential 24-hour counselling service for you and your immediate family.
- Access to 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: Tuesday 8 September 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.

We will be reviewing applications on an ongoing basis, and reserve the right to close the vacancy early should we appoint before the closing date.

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.