



Te Matatiki Toi Ora

TE MATATIKI TOI ORA | THE ARTS CENTRE | OFF CENTRE | 3 – 5 MARCH 2023

Off Centre Contractor – Venue Manager

\$23.50 per hour

Venue Manager Job Description:

The venue manager is responsible for the overall running of the venue. To be liaising with all venue staff and artists, festival staff and Arts Centre staff to ensure the smoothing running of the venue and shows held inside. The Venue Manager is responsible for the overall safety of the audience and venue staff.

Responsibilities:

- To be the primary point-of-contact for artists, companies and audiences performing in, and using, the venue.
- During performance periods, to ensure artists and audiences are treated with the highest standards of care and attention, being The Arts Centre's representative in the absence of any member of the Arts Centre staff.
- To be responsible for the exemplary presentation and safety of the venue, including conducting venue checks to ensure that the venue and immediate areas are clean and safe prior to the start of shift, between performances and post-shows. Maintain checks throughout to ensure that this status is upheld in accordance with the Health & Safety procedures.
- To be responsible for the supervision and briefing of relevant FOH staff. To lead positively and maturely by example, and to ensure that the highest standards of customer care and professionalism are always upheld.
- To liaise with the Rutherford's Den staff, Bar Duty Managers (applies to the Gym venue only), FOH, and Venue Technicians to ensure the smooth running of venues & performances, including the venue management of customer issues or complaints, up-scaling complaints to the Arts Centre staff when appropriate.
- To ensure show timings run to schedule (for up to five shows per day) in your venue to time (within the parameters of your control), always liaising with the technical staff and artists to ensure the smooth running of the show.
- To be responsible for managing an emergency Show Stop in your venue if deemed appropriate, and coordinating the evacuation of your venue, liaising with the fire brigade, St John and / or police in the event of an emergency.
- To contribute towards a FOH Show Report at the end of each shift and keep the festival staff fully informed of any incidents which may have occurred during the evening.
- To liaise closely with other Venue Managers to ensure smooth handovers, clear communication via Show Notes & Show Report administration and continuity of provision for the venue.

PLEASE NOTE: This is a one-off event, and you will be classed as an event contractor / self-employed for the work. Therefore, you will be responsible for your own tax on your earnings. The work is non-ongoing.