

# LIPA

THE LIVERPOOL INSTITUTE  
FOR PERFORMING ARTS

## Job Description

<b>Job Title</b>	Deputy Venue Manager – Front of House 7.5 hours per week on average (annualised hours)
<b>Salary Scale</b>	LIPA Fixed SCP 22 – £5,921 per annum (equivalent to £29,605 per annum full-time)
<b>Responsible To</b>	Venue Manager
<b>Responsible For</b>	N/A
<b>Number in Post</b>	1
<b>Date Drafted</b>	August 2024

## Job Purpose

The Liverpool Institute for Performing Arts presents a busy public performance schedule throughout university term times in its 400-seater proscenium arch theatre, and smaller black studio spaces. During holiday periods, these spaces may be used by other producers, such as external hirers and the LIPA 4-19 operation, showcasing the talents of local school age performers.

From time-to-time, LIPA may invite organisations in the HE sector, or adjacent to it, to use our facilities to produce events that are beneficial to our students, or our prospective students.

The Venue Manager will take a leadership role on most of these events and performances, and their team is vital to ensuring their planning and successful execution.

The role of Deputy Venue Manager (DVM) is a new role, designed to support the Venue Manager (VM), and to assume a management role on many of these events, expanding the capacity for performances and events within the Institute.

## Major Tasks

1. Duty Management of HE performances
2. Box office/ticketing operations

3. Graphic design of printed programmes for performances and content for display screen
4. Working on special events, liaising with clients and other teams within the institute
5. To undertake duties common to all LIPA staff.

## **Job Activities**

### **Major Task 1: Duty Management of HE performances**

1. Responsible for public safety and ensuring LIPA complies with its premises licence during public performance.
2. Promote the security of the building, ensuring correct access/egress routes are open and staffed before the show, and secured after the audience has left the building.
3. Liaise with production and stage managers to ensure information for audiences and stewards is collated and communicated effectively.
4. Support the VM in ensuring mandatory staff are present for shows and that they are fully briefed and equipped to do their job.
5. Lead in the managing of incidents and emergencies whilst on duty and act as the main point of contact for all emergency services.
6. Act as First Aider during shows and participate in training to remain qualified to do so.
7. Ensure public areas are kept clean and tidy before, during and after opening hours, and undertake cleaning duties as required.
8. Ensure performance checklists are completed and filed. Complete any accident, incident and faults reports as required.
9. Complete payroll spreadsheet accurately and promptly for steward team on each shift.
10. Support the VM in the training of stewards, box office personnel and fire officers.
11. Enforce age restrictions on audiences, relating to the presentation of adult or offensive content.

### **Major Task 2: Box office and ticketing**

1. Support the VM in setting up performances on Ticket Source platform for ticketing of events to public audiences.
2. Book complimentary tickets for staff, assessors, VIPs and press.
3. Monitor the box office email inbox and take any action necessary.
4. Support and supervise box office assistants immediately prior to performances.

5. Investigate and resolve ticketing discrepancies.
6. Support LIPA HE Open Days through ticketing, reporting and preparing event registration materials, using Ticket Source reports.

### **Major Task 3: Graphic design and display screen content**

1. Gather information and images relating to productions, their cast, and their crew.
2. Design programmes in the in-house style and format, circulate draft versions to cast and crew for approval, and make appropriate amendments.
3. Design slides for LIPA screens that showcase performers and link to their Spotlight profiles via QR codes.
4. Design and manufacture programmes, using in-house printers, for “friends and family” performances.
5. Ensure relevant information for audiences is displayed in public areas on screens or as printed notices.

### **Major Task 4: Special events and external hirers**

1. Set up and attend online or in person meetings with external clients to agree the needs they have and the services they require.
2. Liaise with relevant operations teams to book the services they are responsible for and estimate the costs that will be passed onto the client.
3. Assist in the development and communication of event plans.
4. Where applicable, assist in the development of the event quotation and confirm it meets with the budget expectation of the client.
5. Act as Event Manager in the absence of the VM.
6. Collate all charges and expenses to prepare the Sales Invoice Request Form and forward it to Finance.

### **Major Task 5: Common duties**

1. Fulfil the administrative functions of your areas of work to a high standard.
2. To work flexibly including contributing to Institute work projects of a general nature and providing cover for other staff.
3. To participate in staff appraisals and training programmes as required.

4. To carry out duties at all times with due regard to Equal Opportunities, Health and Safety and other Institute policies as agreed and revised from time to time.

**Notes:**

This job description will be reviewed annually as part of the appraisal process and may be varied in the light of LIPA's changing business needs. The job description sets out the main duties of the post at the date it was drafted. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

**Location:**

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within their competence, such jobs being in their present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

**Hours:**

Due to the nature of this role, it is expected that there will be peaks and troughs to the post holders' working hours. The contractual hours are annualised, based on an average of 7.5 hrs per week.

Additional hours, agreed with the Venue Manager, will be paid one month in arrears.

This role will involve significant evening and weekend working and flexibility.

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## Person Specification – Deputy Venue Manager (Front of House)

		To be identified by:
<b>Education and Qualifications:</b>		
A degree or equivalent qualification in a relevant subject.	Essential	Application Form/ Qualification Certification
<b>Experience/ Knowledge:</b>		
Proven ability to work effectively in a role that deals with the public.	Essential	Application Form / Interview
Experience in a Front of House or front-line customer service role.	Essential	Application Form / Interview
Experience of working in a public building, ensuring it is presentable, clean and safe for visitors.	Essential	Application Form / Interview
Willingness to act as Duty Manager when the public are on site, taking ultimate responsibility for the safety of the public and coordinating any potential evacuations.	Essential	Application Form / Interview
Willingness to act as Fire Marshall (training will be provided).	Essential	Application Form / Interview
Experience of collaborating with colleagues in multiple other teams to ensure success on a project or shared objective.	Essential	Application Form / Interview
Experience and knowledge of theatre industry, and the common processes and legislation that relate to it.	Desirable	Application Form / Interview
Experience of providing guidance, or mentoring less, experienced colleagues and/or students.	Desirable	Application Form / Interview
Experience of working in the Higher or Further Education sector.	Desirable	Application Form / Interview

<b>Skills and Abilities:</b>		
Excellent communication skills and interpersonal skills.	Essential	Application Form / Interview
Understanding of and confidence in managing a 300 + seat venue.	Essential	Application Form / Interview
Ability to multitask and work under pressure.	Essential	Application Form / Interview
Excellent proven customer service skills.	Essential	Application Form / Interview
Good working knowledge of Microsoft Office packages, including Word, Outlook, Excel and Publisher.	Essential	Application Form / Interview
Willingness to work as a first aider and undertake any training to maintain a First Aid at Work qualification.	Essential	Application Form / Interview
Flexibility to work additional hours across the year, as required.	Essential	Interview

<b>Commitment:</b>		
To LIPA's Equality and Diversity policies and practice.	Essential	Interview
Enthusiasm and flexibility in their role with a 'can do' attitude.	Essential	Interview
Passionate about improving the student experience.	Essential	Interview
Committed to enhancing the profile of Equality, Diversity and Inclusion.	Essential	Interview