

**Assistant Venue Hire Manager
Job Description and Person Specification**

The Charterhouse has been living the nation’s history since 1348. In that time, it has served as a monastery, private mansion, boys school and as an almshouse, which it remains to this day. The majority of our buildings date back to the Tudor period, with elements of medieval, Victorian and more modern architecture. Our remarkable historic site is used as an event and filming venue, situated on 7 acres near Barbican in central London. In January 2017, for the first time in its history, the Charterhouse opened to the public with a museum, shop and learning centre as part of the *Revealing the Charterhouse* project.

Since opening we have welcomed over 100,000 visitors to our Museum and we have hosted an increasingly diverse range of commercial hires, from work as a film location for numerous major productions, as a venue for London Fashion Week, as a backdrop for product launches and editorial photography, and as a high-end location for catered events.

We are looking to recruit an Assistant Venue Hire Manager who is pro-active and customer-focused, to join our Venue Hire team to deliver first class customer service. The position provides an opportunity for a motivated and enthusiastic individual to make a significant contribution to an ambitious heritage site with a burgeoning Venue Hire business in the heart of London.

For further information about the Charterhouse please see our website: www.thecharterhouse.org or contact Miko Malkowski, Head of Venue Hire (miko.malkowski@thecharterhouse.org) for an informal chat about the role.

Please send your CV and a covering letter explaining how you meet each of the criteria in the person specification to Miko.Malkowski at the Charterhouse ([hrinbox@thecharterhouse.org](mailto:hinbox@thecharterhouse.org)).

Job title:	Assistant Venue Hire Manager
Working Pattern:	Full time – Monday to Friday (35h per week)
Salary:	£23,500.00
Location:	The Charterhouse, Charterhouse Square, London, EC1M 6AN
Duration:	Permanent
Notice Period:	2 Month
Department:	Venue Hire
Line Manager:	Venue Hire Sales Manager



Job Summary:	<p><i>The prime function of this role is to work with the Venue Hire team to build the business through inspired marketing, excellent customer service and strong event administration in a stunning historic location.</i></p>
Key Responsibilities:	<ul style="list-style-type: none">● Follow up on the concepts and proposals approved by Venue Hire Sales Manager and clients and put them into reality.● To support the Venue Hire team in completion of administrative functions, ensure accurate reporting and analysis of departmental income and profit.● Liaise with the Charterhouse preferred caterers and internal caterers to agree catering arrangements.● Work with the HR Manager to monitor and schedule rota for Event Bank workers. Ensure compliance in line with our internal processes.● Work closely with the Estates & Facilities Team to ensure appropriate support for key events.● Ensure compliance with food hygiene standards and procedures by working with key stakeholders.● Manage and maintain the event administration to ensure that this is kept up to date including all files, client database management and revenue tracking – whilst maintaining GDPR compliance.● Hiring of supplies, equipment, and beverages, ensuring purchase orders are raised, invoices are processed through Sage 200 – in line with our procurement process.● Manage private hire Events and functions including:<ul style="list-style-type: none">▪ Coordinate and manage the set-up and production of the event on site, ensuring the delivery of a high-quality event.▪ Liaise closely with the client throughout the event to ensure that they are happy with the progress of the event and to ensure we remain friendly, approachable, yet highly professional.▪ Responsible for ensuring bank staff are properly dressed, trained, and briefed fully before the event begins. Delegate duties before and continually monitor staff performance to ensure highest standards of service are always maintained.▪ Co-ordinate with chefs/the kitchen team throughout an event to ensure that food is served on time, correctly presented and as the client has ordered and expects.▪ Liaise with external caterers throughout the event to ensure the set up and derig of the event is to the standard of the Charterhouse.● To conduct site visits to showcase the venue, explain the services and terms and conditions, for small scale events as Sales Manager instructs. Planning of small-scale events from point of enquiry.

	<ul style="list-style-type: none"> ● Cross departmental communication on all upcoming events, including the Brothers (our residents). ● To maintain the relationships with approved suppliers and ensure all support services are provided in a safe, efficient, timely and customer-focused manner.
Key Skills:	<p>Essential</p> <ul style="list-style-type: none"> ▪ 1+ years’ experience in event management at Assistant Manager or supervisor level ▪ Hands-on experience of booking, diary management, quoting and managing/delivering events ▪ Demonstratable experience in multi-tasking and managing events for up to 200 guests ▪ Flexible approach to duties and working hours and a willingness to work anti-social hours as required ▪ Excellent customer service skills ▪ Experience in briefing and motivating mixed teams of staff ▪ Excellent communicator who can flex their communication style to suit the situation and audience ▪ Experience of working under pressure, to tight deadlines and producing accurate results ▪ Good working knowledge of Microsoft packages particularly Word, Outlook, and Excel ▪ Proficient with numbers and accounting <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge of relevant Health and Safety and Fire Regulations ▪ Experience of filming/ photoshoots and wedding events ▪ Experience using Sage200, event management system or any other CRM software ▪ Proactive interest in latest trends in event industry
Requirements	<p>The Charterhouse is a 7 day a week operation and it regularly hosts events outside of its core hours; flexibility to work occasional weekends and out-of-hours is therefore a requirement of the role.</p> <p>This position requires a Basic Criminal Records check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the Charterhouse’s overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the Charterhouse’s staff and collections.</p>
<p>NB. This job description reflects the requirements of the Charterhouse as of August 2022. The role and duties of the post are subject to change in line with the future development of the Charterhouse. The Charterhouse reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.</p>	

