**JOB DESCRIPTION**

**Job Title** Commercial Services and Events Manager

**Responsible to** Head of Operations and Commercial Services

**Responsible for** Freelancers engaged for commercial hires

**Salary**  £28,000

**About Wilton’s**:

Wilton's Music Hall presents extraordinary theatre and music in the oldest Grand Music Hall in the world. Wilton's welcomes world-class artistic talent to the East End all year-round. We carefully produce and program productions for our unique building.

Welcoming world-class artistic talent to the East End, in 2023 Wilton’s staged 294 performances of 45 productions, carefully selected for our magical building and seen by 65,000 people. Named the 5th most iconic building in London by Time Out, the unique spirit of Wilton's has captured the imagination of artists and the public alike for over 160 years.

**MAIN PURPOSE OF POSITION**

The Commercial Services and Events Manager supports all aspects of Wilton’s commercial activities including bars, commercial hires, weddings and other commercial opportunities. Wilton’s is run by a small team and this is a hands-on role expected to oversee the administration of commercial activities as well as in person.

**DUTIES AND RESPONSIBILITIES**

**Bar**

* To be responsible for the financial success of the bars and catering services, ensuring that budgetary targets are met or exceeded and that accurate financial reporting mechanisms are in place. Targets will be reviewed regularly and will include:
  + Turnover
  + Wet and dry GP
  + Wage percentage
  + Stock variance and wastage
  + Product mix and upselling
* To be responsible for stock-taking (internal and external) and the management of stock and cash within the business.
* To manage the Electronic Point of Sale (EPoS) system.
* To develop a suitable product range and to work with the Venue Manager – Bar & Commercial Services to ensure its consistent delivery and presentation.

**Commercial Hires and Events**

* To lead on administrative planning and up to delivery of a proportion of the commercial hires and weddings.
* To manage relevant suppliers, running tender processes and agreeing commissions and other commercial terms such as to ensure best value for the organisation whilst also delivering a high quality service to the end client.
* To be responsible for marketing and promotional materials relating to the hire business, ensuring that products are presented at the appropriate time and correctly priced in order to maximise yield; to undertake benchmarking and other exercises as required to inform business decisions.
* To be responsible for ensuring that technical specifications and other information are sent to all hires and ensuring that all technical information, insurance documentation, Risk Assessments etc are received from all hires in a timely fashion.
* To work with the Technical Manager and other colleagues to ensure the successful delivery of events, taking customer-facing responsibility for the delivery of all internal services.
* To be responsible for ensuring compliance in relation to all hires, including ensuring that event health and safety documentation is suitable and sufficient, that adequate insurances are in place and events are contracted and delivered in line with the conditions of the Premises Licence.
* To Duty Manage commercial hires and weddings when required and ensure safe evacuation of the building and secure unlock and lock up.

**GENERAL**

* To contribute to the Health and Safety policy and relevant procedures and to implement the H&S procedures to ensure that suitable and sufficient method statements, risk assessments and standard operating procedures are in place for all of the commercial aspects or Wilton’s business.
* To ensure all information collected from hires and weddings is shared with the wider team using internal platforms, such as OneNote, in a timely fashion.
* To undertake other duties as might reasonably be required by the Executive Director.

**REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that aspects of the job will change, without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this job description will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

**PERSON SPECIFICATION**

# Essential

Experience of running and managing of commercial activities, ideally in London.

Experience of bar management.

Excellent communicator.

Passion for the customer experience.

Able to work scheduled evenings and weekends, including the anti-social hours sometimes required in the position.

**Desirable**

Experience of duty management at an arts venue.

Experience of administration at an arts venue.

To hold a First Aid at Work certificate.

Personal Licence.

**CONDITIONS**

Contract: Permanent

Hours: 40 hours per week, on average across each calendar month.

The post holder will be required to work evenings, nights and weekends (within the 40 hours per week, on average across each calendar month) for which no additional remuneration will be offered.

Annual Leave: The annual leave year runs from January to December, and you will be entitled to 25 days pro rata per annum plus bank holidays.

Notice Period: Two months

**APPLICATION FORM – Commercial Services and Events Manager**

You may apply by enclosing a CV but please ensure it includes the information requested below.

Applications may be made in any format you feel most comfortable with (eg large print, tape, Braille or British Sign language on DVD or video). When using an alternative format, please use the same headings.

Applications can be sent by email or post but must arrive by 12.00 on Monday 4th November 2024. Please send applications via email to – Mark Siddall: m.siddall@wiltons.org.uk

**Personal Details**

|  |  |
| --- | --- |
| Surname |  |
| Forenames |  |
| Title |  |
| Address |  |
| Postcode |  |
| Email |  |
| Phone/mobile |  |
|  |  |

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| --- | --- |
| **Employment History** | |
| **Present or most recent employment** | |
| Employer’s name, address and postcode |  |
| Current job title or position |  |
| Date appointed |  |
| Current salary |  |
| Notice period |  |
| May we contact you at work? | **Yes / No** |
| Brief description of your duties: | |
| **Previous employment** | |
| Please give details of employers, starting and leaving dates, position held and reasons for leaving. Please make copies of this sheet if you need extra space. | |
| Employer’s name, address and postcode |  |
| Date appointed |  |
| Leaving date |  |
| Job title or position held and main responsibilities |  |
| Salary |  |
| Reason for leaving |  |

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| **Education and Training** | | |
| Please give details of educational achievements or results, which you believe may be relevant to the post. If you are successful in gaining this post, you will be required to produce original documentation for relevant qualifications. | | |
| Name and address of place of study or training (including any school/academic or on the job training) | Dates | Qualifications |
|  |  |  |
| **Your interest in the post** | | |
| Please tell us why you think you are the most suitable person for the job by referring to the job description and person specification. Also refer to any previous experience and transferable skills you think may be relevant. This may include voluntary work, community involvement, leisure interests or hobbies. Please continue/make copies of this page if necessary. | | |
| **References** | | |
| Please give the name of two referees, one of whom should be your present or most recent employer. We will not contact your referees without your express permission but any offer of employment will be made subject to satisfactory references. If you have any questions about this, or any other aspect of the application process, please contact us before you return the form. | | |

**Referee 1**

|  |  |
| --- | --- |
| Name |  |
| Position held |  |
| In what capacity did/do you know them (eg employer, line manager, tutor) |  |
| Contact address |  |
| Email |  |
| Phone |  |

**Referee 2**

|  |  |
| --- | --- |
| Name |  |
| Position held |  |
| In what capacity did/do you know them (eg employer, line manager, tutor) |  |
| Contact address |  |
| Email |  |
| Phone |  |

**Access requirements for interview**

We hope to interview the week of Monday 4th November and to appoint shortly thereafter. Since there will be a short turnaround time between shortlisting and interview, it would be useful to know if you have any access support needs for interview – please indicate below. Note that this has no bearing on the recruitment process and is purely to facilitate interviews.

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| **Criminal Convictions** |
| As this position could bring you into contact with children and/or vulnerable adults, it is necessary for you to have a DBS check prior to working with Wilton’s Music Hall. We will arrange for this check to take place and will cover all related costs. Please note that if you are unwilling to undertake this check or there is found to be a concern with the result, it will not be possible for you to work at Wilton’s Music Hall. |
| Do you have any current convictions, which have not been spent under the Rehabilitation of Offenders Act 1974?  If yes, please give details:  Please note that this will not necessarily disqualify you from being appointed. |

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| **Right To Work** |
| Do you have the right to work in the UK? **Yes / No**  If no, please give details:  If you are appointed to this post you will be asked to provide original documentary proof. |

**DECLARATION**

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| **Please note any false information given in this application will invalidate any resulting job offer**  **I consent to Wilton’s Music Hall holding the data above and confirm to the best of my knowledge that the information on this application form is true and correct and can be treated as part of any subsequent contract of employment:** |
| Name  Signature  Date |