



SOUTH LANARKSHIRE  
Leisure & Culture

## Venue Supervisor Job Profile

<b>Service:</b> Cultural Services	<b>Grade Scale:</b> Grade 2 Level 3
<b>Reports to:</b> Venue Manager	

Purpose of Job
To supervise and develop the operation of Venues and assist in its promotion and development

Key tasks and responsibilities
<ul style="list-style-type: none"> <li>Supervision and co-ordination of box office, including system administration and client requirements/services, administration and all other operational aspects of the facility.</li> </ul>
<ul style="list-style-type: none"> <li>Staff supervision including preparation of payroll information, monitoring absence, staff scheduling, staff development and team briefing.</li> </ul>
<ul style="list-style-type: none"> <li>Compliance with Health and Safety, building, licence and other legislation.</li> </ul>
<ul style="list-style-type: none"> <li>Contribute to the management of the collation, analysis and interpretation of management information.</li> </ul>
<ul style="list-style-type: none"> <li>Management of events and large bookings including the management of associated resources</li> </ul>

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualification and Training</b>	<ul style="list-style-type: none"> <li>Working in a customer faced role.</li> </ul>	
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>Supervisory experience</li> <li>Knowledge of implementing health and safety practices</li> <li>Excellent customer service skills</li> <li>Excellent administration skills</li> <li>Excellent IT skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a cultural venue/theatre.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Customer focused.</li> <li>To work in a flexible and adaptable manner</li> <li>Ability to work under pressure</li> </ul>	

	<ul style="list-style-type: none"> <li>• Supportive Team member</li> </ul>	
<b>Other</b>		

<b>Safer Recruitment Checks</b>		
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.		
<ul style="list-style-type: none"> <li>• Asylum and Immigration right to work in the UK</li> </ul>		
<ul style="list-style-type: none"> <li>• Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.</li> </ul>		
<ul style="list-style-type: none"> <li>• Candidate Disclosure Check, where applicable</li> </ul>		

<b>Behaviour Framework</b>		
The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:		
<b>Own It – what can you do</b>		
<ul style="list-style-type: none"> <li>• Are motivated to deliver the best possible services possible.</li> <li>• Aim to get things right first time and commit to continuous improvement.</li> <li>• Demonstrate fairness, inclusivity, valuing diversity and equality.</li> <li>• Ensure compliance with external/internal regulations and that you and others are responsible and accountable.</li> <li>• Take ownership of decisions and consider the wider implications for you, the team, and the organisation.</li> <li>• See a job through to completion.</li> <li>• Be accountable for outcomes good or bad.</li> </ul>		
<b>Be a great team - what can you do</b>		
<ul style="list-style-type: none"> <li>• Work together with colleagues and customers and take time to build effective working relationships.</li> <li>• Celebrate team success and create a positive team spirit.</li> <li>• Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.</li> <li>• Encourage working together for the benefit of customers.</li> <li>• Works alongside internal and external colleagues to meet common objectives.</li> <li>• Actively and respectfully listens to people in order to understand them and their views.</li> <li>• Contributes appropriately to team and other meetings and discussions.</li> <li>• Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.</li> </ul>		
<b>Do the right thing – what can you do</b>		
<ul style="list-style-type: none"> <li>• Display a positive attitude.</li> <li>• Are enthusiastic in your approach to tasks.</li> </ul>		

- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

#### **Be Positive - what you can do**

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.