**China Exchange – seeks a Venue Hire and Facilities Manager**

China Exchange presents ideas, debate and artistic expression in search of new ways to help our audiences explore the significance of China on our lives. We curate events that share the experiences and ideas of extraordinary people who demonstrate excellence in what they do. Not everything that happens at China Exchange is focused on China specifically, but everything we do will have a relevance to China. China Exchange in the heart of Chinatown is also available to hire, providing income that support our charitable aims. You can find out more about our work here: [www.chinaexchange.uk](http://www.chinaexchange.uk)

Job Summary

**Job Title:** **Venue Hire and Facilities Manager**

**Salary:** on application

**Responsible to:** Finance and Operations Manager

**Hours:** 40 hours per week / as necessary to fulfil the duties of the post including Duty Managing Venue Hire events each week, which may involve evening and weekend work.

**Contract:** Permanent

**Holiday:** 28 days pro rata per annum. TOIL available for weekends worked.

**Notice period:** Three months

**Main Objectives:**

* To maximise income by developing a steady flow of venue hire bookings and deliver excellent service to those clients
* To market and promote the venue through regular communications such as newsletters, social media and third party platforms as necessary
* Maintaining three floors of event space at China Exchange

### Venue Hire

### To develop the commercial rental of China Exchange spaces to support our financial sustainability

### To secure a regular flow of bookings for our beautiful venue spaces

* To work with venue hire clients to ensure that their events run smoothly and safely
* To hold a premises licence or train to be licence holder
* To manage temporary keyholders and stewards, produce a rota ensuring there are sufficient staff available at key times

### Building Management

* To ensure that the building is maintained and kept decorated to correct standards.
* To manage the contracted cleaning team and other service contractors to ensure that housekeeping and presentation standards are maintained.
* To be conversant with the building systems, to include Heat & Ventilation, Fire & Intruder Alarms, CCTV and Access Control.
* Assist with IT and AV issues
* To provide the highest level of customer care and service at all times

### Health and Safety

* To ensure that all health and safety and licensing regulations regarding members of the public and building management are adhered to
* To ensure all fire and emergency procedures are adapted for every audience configuration and are implemented and adhered to

Person Specification

## Essential Skills

1. Demonstrable skills and experience as a manager in a busy venue.
2. Excellent communication skills.
3. Proven ability to forge and maintain strong relationships with a wide range of organisations and individuals.
4. Proactive with a positive attitude.
5. Excellent organisational and administrative skills.
6. Excellent customer care skills.
7. Strong negotiation and influencing skills.
8. Good time-management skills and ability to multi-task.
9. Computer literate (Windows, Microsoft Word and Excel)
10. Ability to work well within a team.
11. Knowledge & experience of putting into practice health and safety legislation and policies.
12. Good problem solving skills and sound judgement.
13. High standard of written and spoken English.

## Desirable Skills

1. First aid trained
2. Experience of license holding
3. Budgetary management experience
4. Mandarin and/or Cantonese language skills

To apply, please send a CV and covering letter to Debbie Gerrard, [d.gerrard@chinaexchange.uk](mailto:d.gerrard@chinaexchange.uk)

Closing date: Sunday 17 March 2019