





## **Appointment of a Deputy Arts Centre Manager**

(Full Time)

An exciting job opportunity!

SCP 13 to 17 (£28,163 to £30,060)

Plus annual pay rise in accordance with NJC terms and conditions

Plus Generous Local Government Average Salary Pension Scheme

Bridgwater Town Council is a progressive employer looking for a Deputy Arts Centre Manager. This role comes at an exciting time for Bridgwater Arts Centre. We are looking for an experienced individual to ensure a friendly, welcoming, professional and accessible service to all our visitors. You will be responsible for the safe, smooth and efficient day to day running of the front of house operations, supporting the Town Hall Theatre and Arts Centre Manager and the Technical Manager.

Bridgwater Arts Centre is the first in the country to be funded by the newly formed Arts Council back in 1946. Our wonderful Grade 1 listed building will undergo a vast refurbishment in 2025 as part of Bridgwater's Town Deal. The renovations will see the building bring disused rooms back to life and revive the theatre space. The Arts Centre will also be celebrating its 80<sup>th</sup> anniversary in 2026.

NB This is a shift-based position and will involve daytime, evening and weekend work to fulfil the administrative and operational aspects of the role.

Would you like to know more? To obtain an information pack with full details of the role and application form, please visit our website: [www.bridgwater-tc.gov.uk/vacancies](http://www.bridgwater-tc.gov.uk/vacancies)

**Applications must be received by Friday 10th January 2025**

*Please note CVs will not be considered*

**Interviews will be held on Monday 20<sup>th</sup> January 2025**

The job offer will be subject to satisfactory references.

If you would like to discuss this position, please contact the Council's HR department on 01278 427692,



Bridgwater  
Town  
Council



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Deputy Arts Centre Manager</b>
<b>PLACE OF WORK:</b>	<b>Bridgwater</b>
<b>SALARY:</b>	<b>SCP 13 to 17 (£28,163 to £30,060), plus annual pay rise in accordance with NJC terms and conditions. Local Government Pension Scheme.</b>
<b>HOURS OF WORK:</b>	<b>Full time - 37 hours a week, shift-based position and will involve daytime, evening and weekend work to fulfil the administrative and operational aspects of the role.</b>
<b>LEAVE ENTITLEMENT:</b>	<b>23 days per annum, two statutory days plus public holidays (Plus 3 additional days after 5 years' service)</b>
<b>REPORTS TO:</b>	<b>Town Hall and Arts Centre Manager</b>
<b>MANAGEMENT RESPONSIBILITIES:</b>	<b>See attached organisation chart.</b>

### **A PURPOSE OF THE ROLE**

The Deputy Manager's role comes at an exciting time for Bridgwater Arts Centre. We are looking for an experienced individual to ensure a friendly, welcoming, professional and accessible service to all our visitors. You will be responsible for the safe, smooth and efficient day to day running of the front of house operations, supporting the Town Hall Theatre and Arts Centre Manager and the Technical Manager.

### **B MAIN RESPONSIBILITIES AND KEY TASKS**

#### **Overall Responsibility**

1. Handle cash management processes, including reconciliation, data entry, and cash deposits.
2. Oversee the box office system, manage event ticket sales, active sale administration and provide sales reports to the team.
3. Act as the duty manager during scheduled shifts and oversee duty management outside of regular hours.

4. Effectively manage both paid (Caretaker, Bar Staff & Cleaner) and volunteer staff, including scheduling, training, and team-building activities.
5. Provide day to day analysis for impact assessment with the team including; participation reports, visitor numbers and takings to inform future programming and development plans.
6. Support the Town Hall and Arts Centre Manager, along with the broader team, to develop, and implement a dynamic artistic program for the Arts Centre

### **Key Responsibilities and Activities**

1. Serve as the welcoming face of the Arts Centre, delivering outstanding customer service to all visitors.
2. Alongside the Technical Manager, coordinate with artistes and visiting groups their needs for events – such as seating arrangements, arrival and get out timings.
3. Collaborate with the Visual Arts Committee and Caretaker to schedule and manage art exhibitions, including sales administration.
4. To work with the Communications and Marketing Officer to organise the distribution of promotional materials to enhance local and regional visibility of the Arts Centre.
5. Administer financial transactions related to box office income and payments to visiting artists including PRS calculation.
6. Work closely with the Bookings Officer and Caretaker to optimise the use of the building for events and commercial hires.
7. Alongside the Town Hall Theatre and Arts Centre Manager, work with stakeholders such as the Friends of the Arts Centre as part of the development of the role.
8. Order and manage supplies for the bar and refreshments, providing regular stock reports.
9. Assist with catering arrangements in compliance with agreed guidelines and relevant food safety regulations.
10. Deputise for the Town Hall Theatre and Arts Centre Manager as needed.
11. Attend staff meetings and events, which may occur outside normal working hours.
12. Act as an on-site representative of the Town Council, adhering to dress codes and professional conduct.
13. Support the Facilities Manager in health and safety practices, serving as a First Aider and/or Fire Marshall after training.

14. Carry out all duties in accordance with Bridgwater Town Council's policies and procedures.
15. To actively support the Council's ambition to reduce the impact of the Town Hall and Arts Centre on the environment.
16. To undertake relevant training necessary for the delivery and growth of this role.
17. Such other reasonable duties as might be expected for this role

### **Special Notes**

1. The post holder will be expected to act on their own initiative and make decisions within the remit of the job description.
2. The nature of the post necessitates regularly working both within and outside of normal office hours, at weekends and public holidays if required. The postholder is responsible for ensuring they plan their working week to meet the varied requirements of the role within their contracted hours.

### **Specific Supervisory Responsibilities**

#### **Staff**

1. Line Management of staff as set out in the staff structure.

#### **Financial and equipment**

1. Ensure the security of:
  - Bridgwater Town Hall and Arts Centre.
  - Cash and Card facilities.
  - Catering and bar stock.
  - Equipment.
  - Keys and electronic locks.

#### **Technical Areas**

1. Work with the Technical Support contractor and their team to ensure safe operation of technical equipment as/when required.

#### **Licensing**

1. Prevention of crime and disorder.
2. Public safety.
3. Prevention of public nuisance.
4. Protection of children and vulnerable adults from harm.

## Other supervisory responsibilities

1. The safety of the general public.
2. Visiting company performers and staff.
3. Hirers, Customers, Visitors and Audiences.
4. Door Supervisors/contractors.
5. To undertake such other responsibilities and functions as may be required from time to time by the Council commensurate with the duties and responsibilities of the post.
6. To be a supportive and innovative member of the Council team.

This list is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post, and as such you may be required to undertake unspecified other duties and/or hours of work as may reasonably be required of you.

## D Other Information

### External and Internal Contacts

Councillors, customers, contractors, suppliers, members of staff, volunteers, Arts Centre Steering Group and partner agencies.

Face to face, virtual, telephone, written and electronic communication.

### Working Environment

Based at the Arts Centre but some home working may be considered. The Council operates a smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings. All staff must commit to Equal Opportunities and Anti- Discriminatory Practices.

### Bridgwater Town Council Values

To work in a way that embodies the Council's values: -

<b>Adaptable</b> Accept and work with change	<b>Forward thinking</b> We start with the end in mind
Willing to adapt work practices to support team members working together to resolve issues, meet targets, deadlines, and challenges.  Move out of our comfort zone and question how you do things.  Work with others to meet joint challenges and reduce duplication.	Initiative: We are proactive and use our creativity to identify and resolve problems.  Strive for excellence: We will seek innovative solutions to reduce costs, identify new ways of working and generate income.  Plan ahead – anticipate outcomes ahead of changes.  Use new technologies and working practices to make service improvements and reduce costs.
<b>People Orientated</b> We are one team with common goals.	<b>Integrity</b> We are honest and open in all our dealings and deliver on our promises.

<p>Customer focussed: We understand and aim to meet our customers diverse needs, treating them fairly and with respect.</p> <p>Expertise: We recognise and value the differences, skills, knowledge, and experience of all in our team.</p> <p>Empowerment: We encourage team members to take initiative.</p> <p>Listen to improve: Engage with residents and staff- be seen, invite feedback and consult with them to inform our improvement plans.</p> <p>Always be approachable, calm, and respectful.</p> <p>Clearly communicate our decisions, without using jargon.</p>	<p>Accountable: We are accountable for our actions-admit mistakes, put them right and learn from them.</p> <p>We challenge poor or unfair practice and feedback.</p> <p>Keep personal data confidential and secure.</p> <p>Consistency: We ensure consistency and transparency in all we do</p> <p>Professionalism: We act professionally in challenging situations.</p>
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### **Equal Opportunities and Anti-Discriminatory Practices**

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

### **Health and Safety at Work**

The Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

### **Data Protection Act 2018**

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

### **Council Policies**

The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

### **Performance Management**

You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.

### **Environment / Sustainability**

To support Bridgwater Town Council's Environmental initiatives and consider the environmental impact of all activities undertaken.

## Arts Centre Deputy Manager

### Person Specification

	<b>Essential Attributes</b>	<b>Desirable Attributes</b>
Age	Must be 18 or older at the time of application and must have the right to work in the UK.	
Educational Qualifications	An understanding of the health and safety responsibilities of a public building  Relevant professional experience.	Fire marshal, First aid, Food Safety certification.  Level 3 qualification.
Management	Experience in staff supervision and working with volunteers.  Experience in leading a team in a busy environment.	
Communication Skills	Well-developed written and verbal communication, interpersonal and IT skills.	Experience of working with Ticketsolve or Patronbase.  Experience of working with mailchimp and wordpress.  Social Media such as Facebook and Google Analytics.
Knowledge and Experience	Experience of box office systems Experience of managing other people Venue Management experience and knowledge  Creative and cultural community engagement  Legal requirements for the safe operation of a theatre environment.	Previous experience of a similar role  Previous experience of being responsible for the locking /unlocking of a building and knowledge of fire drills/evacuation procedures  Knowledge of technical aspects of theatre such as lighting and sound
Skills	Good all-round level of skill with a range of IT systems (Microsoft, Sharepoint).  Ability to train and coach others including volunteers at differing levels of competence/experience.	



Other	<p>Enthusiasm for promoting the Arts and theatre to a broad community</p> <p>Interest in and commitment to making cultural and creative activity engaging and accessible to all</p> <p>Ability to lead a team</p> <p>Reliable and well organised.</p> <p>Excellent oral and written communication skills.</p> <p>An ability to multi-task under pressure and work with flexibility and enthusiasm when dealing with competing priorities</p> <p>Willing to work unsociable hours including evenings, weekends and bank holidays.</p> <p>Able to work well without supervision.</p> <p>Ability to act quickly and efficiently to solve operational problems.</p> <p>Accuracy and attention to detail</p> <p>Confident, professional, enthusiastic and self-motivated</p>	
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## **Terms & Conditions**

### **Deputy Arts Centre Manager**

Salary: £28,163 to £30,060 dependent upon skills, experience, and qualifications.

Payment of salary: Paid monthly (25<sup>th</sup>) in arrears.

Probation period: The post is subject to a probationary period of 26 weeks. This may be ended earlier or extended following discussions with the Town Clerk and employee concerned.

Conditions of Service: In accordance with the National Joint Council for Local Government Services.

Pension: Membership of the Somerset Local Government Pension Scheme.

Hours: 37 hours per week, however this is a shift-based position and will involve daytime, evening and weekend work. Council meetings are currently held on weekday evenings with Committees during the day, however please note an internal review is under way on the timing of meetings. It may be necessary for the post holder to work in excess of these hours on occasions to meet deadlines for which time off in lieu will be granted.

References: The post is subject to two satisfactory references – one from your current employer and a previous employer or professional reference.

Place of work: The post is based at the Arts Centre, Castle Street, Bridgwater.

Leave entitlement: Your holiday entitlement is 23 days per annum, plus the 8 normal bank/public holidays. Annual leave entitlement increases, in recognition of length of service to 26 days after five years continuous service. In addition to the above, you are entitled to 2 extra statutory leave days to be taken as determined by the Council. The holiday year is 1 April to 31 March. Holiday entitlement is pro rata for part time employees. Continuous service of holiday and sickness entitlement will be recognised if transferring within 4 weeks of end of employment from another local authority.

Benefits Package: Bridgwater Town Council operates a salary sacrifice scheme for electric vehicles, and a cycle to work salary sacrifice scheme. You may be eligible for these schemes, after your probation schemes ends.