**Current Opportunities**

**Position: Venue Manager**

**Pay:** £26,821 to £30,784 per annum dependent on experience

& qualifications

**Job type:** Permanent – full time

**Working hours:** 37 hours per week

**About the role**

This is a unique opportunity for an experienced manager to lead and develop an exceptional visitor experience across all sites within Culture Coventry Trust and be directly responsible for the day to day operational management of Coventry Transport Museum and Herbert Art Gallery & Museum.

We also have a full programme of exhibitions and events, as well as conferences, for which you will need to manage the maintenance team to support the development, erection and take down of relevant equipment, and advise on health and safety risk management.

The successful candidate will be able to demonstrate strong leadership and organisational skills. They will also be a good team player and skilled people manager who is experienced and committed to improving standards, managing multiple projects to timescales and implementing changes.

**About the organisation**

Culture Coventry Trust is one of Britain’s most exciting arts and heritage organisations. Its mission is to promote innovative and creative arts activities in ways which help to establish them as a significant part of people’s lives. The Trust supports a regular programme of exhibitions, educational workshops and performances and attracts over 700,000 visitors of all ages per year.

Within the Trust we have Coventry Transport Museum, The Herbert Art Gallery & Museum and the Old Grammar School, which are all situated in the heart of Coventry and the Lunt Roman Fort less than three miles away on the outskirts of the City. Therefore, the Trust plays a unique role in Coventry’s cultural development and is actively taking part in the Coventry City of Culture for 2021.

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| **We are looking for candidates who have:*** Relevant experience in a managerial/supervisory capacity.
* Substantial experience in a customer facing role and organisation.
* Demonstrable experience and knowledge of project management.
* Experience of devising and implementing visitor and customer strategies.
* Experience of working in partnership and with external agencies.
* Commercially aware and experience of managing complex budgets.
* Data management skills, with the ability to analyse, track, interrogate and report data trends.
* A flexible approach to work with the willingness and ability to work outside standard hours on occasion.
* Excellent leadership and management skills with the ability to motivate, inspire and effect change and deliver results.
 | **Key responsibilities will include:*** To implement the organisational strategic vision and objectives into a Visitor Experience Strategy, Policies and processes and encourage ownership of these throughout the organisation.
* To work collaboratively with the Corporate Events Team and Creative Planning teams to ensure that appropriate resource is allocated to allow for the smooth running of all our activity. This includes but is not exclusively: event set up, allocation of visitor assistance for the care of collection and to provide excellent visitor experience.
* To work closely with teams and Managers across the organisation to ensure that we offer an inclusive service in line with the target audience key performance indicators as per the business plan.
* To ensure buildings and premises are suitable and safe.
* To work with Finance to ensure safe and accurate processes for cash handling.
* To work with the Retail Supervisor and Marketing Manager to ensure signage and other promotional materials are appropriately displayed in public area.
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Please note this post will be based at the Herbert Art Gallery & Museum, but you will be required work across other sites from time to time.

**Please email your application form and CV to** **vacancies@culturecoventry.com** **or submit to HR at the Coventry Transport Museum**

**Closing date for applications: Monday 16th December 2019**