

## Job Specification



### **Assistant Venue Manager**

Livenation Ireland are seeking experienced, enthusiastic and customer-focused Assistant Venue Managers for Ireland. The successful candidates will be responsible for the service, presentation and profitability of the business.

### **Essential**

Third Level Qualification

At least 3 years' experience in hospitality / event / live entertainment management

Belief in excellent customer service and "Customer is King" mentality

Strong administration skills, organised and efficient.

Strong skills in team leading and performance development.

Excellent communication skills

Strong working knowledge of Health and Safety standards.

Willing to work unsociable hours/ days & weekends.

Ability to multi-task

### **Desirable**

Knowledge of the local market

Occupational First Aid qualification

Fire safety training

### **Key responsibilities**

- Motivate and lead staff to ensure clarity of direction and priorities, achieving continuous improvement in customer service and sales standards.
- Review all operational processes to optimise efficiency and implement any shortfalls.
- Design, develop, implement, review, manage and maintain operational systems, processes and procedures.
- Liaise with promoters and visiting companies to ensure each shows potential is reached.
- Support Senior Management with large scale projects.
- Adopt a proactive hands-on approach, to implement best practise across all operations and promote and develop related standards and practises.
- To have good financial acumen and facilitate the settlement of productions.
- To undertake appropriate aspects of Diary Management as instructed by Senior Management.
- To fully support Customer Service initiatives across all business areas.
- Ensure the Company's Health & Safety policy is adhered to across the theatre and recommend improvements to the policy as appropriate within budget constraints and liaison with Senior Management.
- Work closely with all suppliers and undertake annual reviews to ensure effective management of all supplier and service level agreements.
- Offer support, guidance and assistance to various departments, showing an understanding of each aspect of the business.
- Ensure that supervisors maintain a record of all issues, incidents or complaints and formally review same on a daily basis.
- Identify training needs of the staff, create a budget for training and an ongoing schedule.
- Develop an audit schedule in the bar and shop areas and undertake inspections to ensure full compliance with all safety and hygiene regulations.
- Manage performance, discipline and grievances in compliance with statutory obligations. Ensure consistent and prudent approach to the management of all HR issues and matters.
- Communicate effectively with all staff and ensure appropriate information in relation to all special events is communicated and understood.
- Undertake ad-hoc projects as allocated by the General Manager.

**Reporting to:** General Manager

**Salary:** DOE

**To apply, please send your CV and cover letter to [recruitment@livenation.ie](mailto:recruitment@livenation.ie) with the subject line: Assistant Venue Manager Ireland.**