

JOB SPECIFICATION

JOB TITLE:	Venue Manager
FUNCTIONAL AREA:	People and Corporate Services
LOCATION:	The Barracks Conference Centre, Stirling
REPORTING TO:	Head of People and Corporate Services
SALARY BAND:	Grade 4

MAIN DUTIES/RESPONSIBILITIES

Job Purpose

The Venue Manager is responsible for the effective management, operation and continued development of The Barracks Conference Centre and the wider Barracks site as an accessible, welcoming and high-quality charity hub.

The role ensures that venue users, tenants, visitors and partners receive an excellent and inclusive experience, while maintaining safe, compliant, efficient and financially responsible operations. The Venue Manager leads and develops the onsite team, manages key supplier and stakeholder relationships, oversees venue-related income and expenditure, and protects and strengthens the reputation of the venue and the Trust.

Key responsibilities

Venue operations and service delivery

- Lead the effective day-to-day operation of The Barracks, ensuring that venue, reception, facilities, hospitality and event services are welcoming, reliable and aligned with the Trust's values.
- Plan staffing, resources and operational cover effectively, including arrangements for busy periods, leave, absence, large events and unexpected disruption.
- Maintain clear operating procedures, role guidance and business continuity arrangements, using operational information and learning from incidents to improve service resilience.

Customer, event and visitor experience

- Establish and maintain high standards throughout the customer journey, from initial enquiry and booking through to event delivery and follow-up.
- Support the team to respond promptly and constructively to enquiries, concerns and complaints, using feedback to improve services, systems and communications.

Tenant and stakeholder relationships

- Build and maintain positive relationships with tenant organisations, acting as a senior point of contact and ensuring that queries, concerns and operational matters are appropriately coordinated.

- Maintain structured communication and engagement with tenants, creating opportunities to gather feedback, share information and strengthen connections across the charity hub and facilitating tenant meetings.
- Develop relationships with charities, third-sector networks, public bodies, local businesses and community partners that support the venue's purpose and profile.
- Represent The Barracks and the Trust positively at partnership meetings, networking events and other external forums.

Team leadership and line management

- Line management of the Barracks operational team, ensuring clarity of roles, priorities and expected service standards.
- Manage and develop colleagues through regular one-to-ones, appraisals, feedback, coaching and meaningful development objectives.
- Monitor wellbeing, workload, attendance and performance, addressing concerns consistently and sensitively in partnership with HR where appropriate.

Financial and commercial management

- Plan and manage venue-related budgets, income, expenditure and supplier costs, reviewing financial and utilisation information and responding appropriately to significant trends or variances.
- Work closely with Finance colleagues on budgeting, invoicing, purchasing, income reporting, forecasting and credit control.
- Contribute to the development of venue rates, services and packages, balancing affordability and accessibility with cost recovery, sustainability and the Trust's charitable purpose.
- Identify opportunities to improve income, control costs and make better use of venue capacity, providing clear recommendations and maintaining appropriate authorisation and audit trails.

Business development, profile and promotion

- Promote The Barracks as a high-quality, affordable and accessible venue for charities and other eligible organisations.
- Work with communications colleagues and external providers to develop effective promotional content, campaigns and engagement activity across appropriate channels.
- Build relationships with existing and prospective customers, networks and partners, using booking, utilisation and customer information to identify appropriate opportunities for growth.
- Develop, test and evaluate new or revised services, packages and partnerships that strengthen awareness, appropriate use and financial sustainability of the venue.
- Applies creative thinking to develop and implement events and partnership initiatives that reflect the Trust's values while increasing awareness and accessibility of the Barracks among new audience groups

Development and continuous improvement

- Use utilisation, financial, customer, tenant and operational information to identify opportunities, risks and priorities for improvement.
- Review systems and processes, including booking and event-management arrangements, and develop evidence-based recommendations that improve efficiency, accessibility and customer experience.

Property and contractor management

- Oversee the maintenance, presentation and operational suitability of the venue and associated spaces, coordinating planned and reactive work with colleagues, contractors and specialist advisers.
- Manage day-to-day supplier and contractor relationships, monitoring service quality, responsiveness, compliance, environmental impact and value for money (for example catering, security and cleaning contractors).
- Work with relevant colleagues on property, insurance and landlord responsibilities, while contributing to the Trust's environmental sustainability and decarbonisation objectives.

Health, safety, security and compliance

- Ensure that venue operations comply with relevant health and safety, fire safety, food safety, security and accessibility requirements, supported by competent advice where necessary.
- Maintain and review risk assessments, emergency arrangements and operating procedures, ensuring that required checks, inspections, testing and remedial actions are completed and recorded.
- Coordinate appropriate training, drills and incident-response arrangements, ensuring that accidents, near misses and significant concerns are investigated and escalated in line with Trust procedures.

Other responsibilities

- Contribute to work supporting cross-cutting themes for the Trust.
- Adopt and demonstrate the Trust's values in all aspects of the role.
- Any other duties required as reasonably requested by management

Signed by postholder:		Date	
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PERSON SPECIFICATION FORM

FUNCTIONAL AREA: People and Corporate Services	VACANCY REF. No:
JOB TITLE: Venue Manager	LOCATION: The Barracks Conference Centre – Stirling

THE EMPLOYEE	ESSENTIAL	DESIRABLE
Qualifications/Experience What educational attainments must the candidate possess? What professional/technical skills and knowledge are important, and what kind of job experience should the candidate have?	• Educated to Degree Level or equivalent experience • Experience of managing a conference, events, hospitality, facilities, visitor-facing or comparable operational service. • Experience of leading, supporting and developing a customer-facing team. • Strong business development experience with proven track record of growing income and managing costs. • Experience of managing multiple operational priorities in a busy environment. • Experience of delivering consistently high standards of customer service. • Experience of managing budgets, monitoring expenditure and interpreting financial or management information. • Experience of managing suppliers, contractors or service-level arrangements. • Experience of developing effective relationships with	• A relevant qualification in venue management, events, hospitality, facilities, business management or a related discipline. • Experience of working within the charity, social enterprise or wider third sector. • Experience of managing a multi-occupancy property, charity hub or tenant community. • Experience of venue promotion, business development, marketing or customer engagement. • Experience of reviewing booking, CRM or event-management systems. • Knowledge of property, landlord or commercial tenancy arrangements. • IOSH Managing Safely, NEBOSH or another relevant health and safety qualification. • First Aid at Work or fire safety training. • Experience of supporting environmental

	customers, partners and other stakeholders. • Experience of planning and implementing service improvements or operational projects. • Practical knowledge of health and safety, fire safety, risk assessment and business continuity within a workplace, venue or public-facing environment. • Competence in using Microsoft 365 suite • Understanding of the importance of accurate record-keeping, delegated authority, procurement controls and audit trails. • Demonstrating a collaborative approach to working closely with the Facilities Manager and facilities team in Glasgow to achieve shared objectives.	sustainability or decarbonisation initiatives.
Skills and abilities Are there any particular skills which are required for the job e.g. numerical, language, verbal reasoning etc.	• Excellent relationship-building, written and verbal communication skills and customer-service skills. • Financial acumen • Strong organisational skills, being able to demonstrate evidence of previous project planning, delivery and management. • Strong leadership and people-management skills, with the ability to set clear expectations while maintaining a supportive and inclusive approach.	

	• Ability to exercise sound judgement and make timely, proportionate decisions. • Ability to remain calm, visible and solutions-focused during operational pressures or unexpected events. • Ability to interpret data, identify trends and present practical recommendations. • Ability to negotiate, influence and resolve concerns constructively. • Ability to work autonomously while maintaining effective communication, governance and escalation. • Strong attention to detail	
Additional criteria	• There will be some occasional travel required across Scotland. • The Trust is committed to hybrid and other forms of flexible working. • The Trust is committed to reasonable adaptations to overcome barriers	