

Commercial Hires and Events Officer



“The Tyneside is a stunning, inspirational and unique venue which is more than flexible enough to accommodate socialising, presenting and breakout sessions. The food, drinks and support we received from the events team and front of house staff made our event a resounding success... We are already planning our next event at the Tyneside...”

Chris Heart, TeachmeetNE09

“We were very impressed with the calibre of conference facilities on offer at the Tyneside Cinema... I would not hesitate to use the facilities again or indeed to recommend their use to a colleague.”

Steve Walmsley, Managing Director, Mere Mortals Ltd

“Northern Film & Media consistently chooses to run its range of events at the Tyneside Cinema because of the expertise of the staff and the fantastic surroundings that this wonderful building is able to offer. No matter which space you choose to work in your events benefit from the cutting-edge technology installed, the comfort and easy access of the spaces and the professional but friendly staff who are always on hand to help everything run smoothly.”

Rupert Lee, Events and Communications Co-ordinator, Northern Film & Media

Job description

Commercial Hires and Events Officer

The fully restored and redeveloped Tyneside Cinema is the first stop for our clients to hold a stylish and original event, with every space in the venue available for hire. The Commercial Hires and Events Officer is responsible for the delivery of the Tyneside Cinema's business objectives through the planning, execution and administration of the Tyneside's hires and events activity as directed by the Venue Manager.

You will liaise with a wide range of clients ranging from major businesses hosting high-profile, fully-catered conferences to parents arranging a birthday party with a private screening and popcorn all-round. You will manage your events with creativity and enthusiasm to ensure every client has the best possible experience.

You will process client enquiries and make arrangements across the venue's departments to deliver their events. You will develop strong, positive and ongoing relationships with our clients, attending events and ensuring hands-on delivery as required.

This role is a key part of the Venue Management Team and as such you will be expected to play a proactive and dynamic role alongside your colleagues to ensure that the Tyneside Cinema maintains its reputation as one of the finest independent cinemas in the country, and the most welcoming and best loved venue in the city.

Responsible to: Venue Manager.

Line Manages: Hires and Events Assistant. Event supervision of Front of House Assistants as required.

Salary: £16,000–£19,000 p.a. depending on experience.

Hours: A minimum of 35 hours per week, worked flexibly to meet the demands of the business. Your typical schedule will consist of office hours Monday to Friday. This schedule however must be flexible to consider the hire programme, and regular evening and weekend work will be required. You are expected to manage your own schedule to accommodate this.

You will need to work additional hours and/or outside your typical working pattern to cover emergencies, meet a deadline or conduct other necessary business of the cinema. Your flexibility to do this is respected and appreciated. In return for this, Tyneside Cinema will reciprocate by allowing you to take some time during your agreed hours to do personal work or attend to personal matters.

Holiday: 30 days including statutory holidays.

Tenure: Notice period is one month.

Core tasks

- Manage the Commercial Hires and Events department to achieve a consistently high level of service to our clients.
- Work with the Venue Manager to produce targets and budgets for departmental activity.
- Manage the department and the Commercial Hires and Events Assistant to ensure targets are met or exceeded, and departmental activities are kept within budget.
- Maintain accurate and up-to-date departmental financial records; liaise with the Finance Department to ensure all event-related payments are made as necessary.
- Be the central point of contact for internal and external hires and events enquiries.
- Ensure a prompt and professional response to all incoming enquiries; provide venue tours to potential clients.
- Ensure client run-throughs with event schedules.
- Negotiate fees and charges for hires and event activity to maximise potential income and customer satisfaction.
- Develop strong customer relations with clients; build repeat business through positive word of mouth.
- Ensure all event information (including but not limited to staffing, catering, room and technical setup) is inputted into Microsoft Outlook.
- Ensure all event requirements are met through strong communication with the relevant venue departments.
- Produce schedules for venue staff on duty (including but not limited to catering, room and technical setup); ensure the smooth and efficient running of all events.
- Obtain copies of material to be screened/presented in correct formats from clients prior to event for testing.
- Complete and issue contracts for clients; record nominal codes to produce accurate income reports.
- Book catering and refreshments as required.
- Book in and secure titles for film screenings.
- Contact clients prior to events to check for any updates on requirements.
- Provide on-floor support to venue staff on events as required.
- Supervise the Commercial Hires and Events Assistant; develop their role and monitor their progress; utilise timely and appropriate performance management as required.
- Identify opportunities to grow the hires and events business for the Tyneside Cinema, and keep abreast of hire charges in other venues.
- Oversee all Hires and Events based marketing materials with the Marketing and Publicity department.
- Ensure the prompt and coordinated release of marketing materials with the Press and Publicity Officer.
- Consistently monitor and work to improve the Hires and Events area of the Tyneside Cinema website.

- Monitor and record income and expenditure for all hire activity; regularly liaise with Venue Manager on progress.
- Monitor internal stock use; pass figures to Finance department at the end of each month.
- Liaise with the Finance Department to ensure all departmental invoices are processed promptly and accurately.
- Manage the Media Access Bureau, an on-site suite offering a range of equipment for creation, editing, archiving and distribution over a high speed, digital network; monitor progress, and liaise with appropriate parties.
- Undertake any other duty as reasonably requested by the organisation for the effective running of the Tyneside Cinema, and to maximise its business.

Essential skills and attributes

Strong and persuasive communication skills

Ambitious and entrepreneurial with drive to exceed targets

Excellent organisation and administration

Proven event planning, organisation and implementation ability and experience

Excellent networking and negotiation skills

Excellent interpersonal skills

Ability to organise and motivate individuals and groups

Computer literate

Time management, ability to prioritise workload

Knowledge of event planning and implementation

Must be prepared to work evenings or weekends

Desirable skills and attributes

Experience of managing staff

Clean driving licence

Understanding of the principles of marketing

Understanding of the cultural cinema market place

Personal characteristics

Flexible approach to work

Accuracy and attention to detail

Ability to relate to all staff and members of the public

Ability to work under pressure and to tight deadlines

Confident

Self Motivated

Positive thinker

Problem solver

How to apply

To apply for the post of Commercial Hires and Events Officer please complete an application form at www.tynesidecinema.co.uk/jobs and email it to leigh.venus@tynesidecinema.co.uk or by post to:

Leigh Venus
Venue Manager
Tyneside Cinema
10 Pilgrim Street
Newcastle upon Tyne
NE1 6QG

Closing date for applications is Monday 26 July 2010.

Interviews will take place in Newcastle upon Tyne on Wednesday 4 August 2010.

Only successful shortlisted candidates will be contacted.