

Ghostwriter.

JOB DESCRIPTION.

Job Title:	Venue's General Business Manager	Dated: 27/07/2022
Location:	Bristol with UK travel as requested to meet the requirements of the role	
Responsible To:	Directors	
Staff Controlled:	At this time freelance production staff and external suppliers	

1. RESPONSIBILITIES.

- 1.1. The efficient and effective operation of the business in relation to the commercial development and efficient and effective operation of the Marble Factory, Bristol to include all live and specifically identified events at this venue.
- 1.2. Your areas of key responsibility include but are not limited to:
 - Diary management.
 - Event generation and creation.
 - Venue and event marketing and delivery.
 - Event delivery.
 - Observing and reporting health & safety compliance across all relevant events.
 - Liaising with our venue client to control costs, maximise revenues and always ensure best practice.
 - Liaise with external suppliers and internal staff in delivering all events.
 - Ensure that all events are managed in such a way to guarantee maximum profitability and efficiency.

2. GENERAL DUTIES

To work with the client Senior Management Team and other Ghostwriter Partner Venues as directed to assist in the programming and delivery of events. At all times working both efficiently and effectively ensuring that the events diary is commercially maximised.

To act as and when directed as additional operational staff for large-scale outdoor events produced by the Company. This will require you to work on specific events sites across the United Kingdom.

To assist the Directors with specific tasks as instructed.

3. SPECIFIC DUTIES.

3.1. Professional Strategy & Business Direction (Company):

- 3.1.1. To contribute to the effective running of the business.
- 3.1.2. To help evaluate potential new business opportunities across the Marble Factory and the Company's venue partnership estate.
- 3.1.3. To contribute to planning and future strategy as required.
- 3.1.4. To take overall responsibility for the profit and loss of the live music at the Marble Factory and its business operation.
- 3.1.5. To be the day-to-day contact for the Company at the Marble Factory Bristol and act as Ghostwriter venue rep for live shows.

3.2. Maintain Monitor Plan and Control (Venue/Event):

- 3.2.1. Create and develop positive relationships with existing promoters and bookers to ensure the venue diary is maximised to its potential.
- 3.2.2. Develop and seek out positive relationships with new promoters and bookers to ensure the venue diary is maximised to its potential.
- 3.2.3. Establishing an understanding of the local market and trends within the city across all genres in order to inform the shape of the business.
- 3.2.4. Work with colleagues, clients, partners, suppliers and venue staff to ensure all systems are maintained, ensuring that information is shared and saved appropriately to allow for succession management.
- 3.2.5. Work with colleagues, clients, partners, suppliers and venue staff to ensure all statutory (including LOLER) requirements are discharged, conforming to all Health & Safety procedures including any new legislation.
- 3.2.6. Work with the Company Directors and clients to monitor and manage event expenditure to ensure these are within agreed parameters.
- 3.2.7. Ensure event confirmations are circulated to Ghostwriter and clients in a timely fashion and with the correct information.
- 3.2.8. Work with the clients to ensure correct levels of service and staffing across the operational demands of shows via attendance of internal meetings and disseminating information in a timely fashion.
- 3.2.9. Liaise with the clients' management team to gather relevant information to ensure that the event night report is issued on time.
- 3.2.10. Liaise with Ghostwriter accounts and clients' management team / accounts to disseminate profit and loss reports within an agreed time frame.
- 3.2.11. Observe and report appropriate and necessary venue upgrades to enhance the offering to promoters, clients and producers.
- 3.2.12. To maintain and implement the overall marketing strategy as well as any individual show marketing plans.
- 3.2.13. To be able to demonstrate competency to the position by possession of a suitable and

recognised Health & Safety certificate (for example IOSH).

3.2.14. To be able to demonstrate competency to the position by possession of a Personal Licence.

3.3. Staff Management:

3.3.1. Where staff are in the direct employ of Ghostwriter Consultancy & Events Ltd, you are to be responsible for categories 3.3.1.1 to 3.3.1.4 below. Where working with staff employed by a client you are to ensure that support and direction is given to assist in the management of categories 3.3.1.1 – 3.3.1.2:

3.3.1.1. Work with Ghostwriter Head of Production to ensure that the Technical departments are staffed within budget on events.

3.3.1.2. Work with Ghostwriter Head of Production / technical staff to ensure that all staff are trained as required and where possible and appropriate assist in the planning for adequate succession management.

3.3.1.3. Ensure that annual appraisals and staff files are maintained for all full-time staff when under your control (Ghostwriter).

3.3.1.4. Ensure that all staff within your direct control are managed to the standards as laid out in their job descriptions.

3.4. Internal and External Communication Skills:

3.4.1. Liaise with the internal accounts functions (Ghostwriter & Client).

3.4.2. Liaise with external accounts functions where appropriate.

3.4.3. Ensure a smooth flow of information both internally and externally.

3.4.4. Ensure all internal workflow systems are kept up to date.

3.4.5. Represent the company as required at functions and events ensuring that topics and agendas are reported back to the Directors.

3.4.6. Liaise with all sub-contracted staff and groups to ensure the clients, partners, suppliers and venue and Ghostwriter receive best practice and service.

3.5. Business Administration:

3.5.1. Assist in the production of event paperwork and ensure its appropriate filing and dissemination to the appropriate clients and parties. This will include but not limited to venue hire contracts, artist contracts, event safety paperwork, artiste & venue advances, supplier bookings and supporting documents not limited to insurance documents, training records and risk assessments.

3.5.2. Support the Directors in the development of company policies ensuring compliance in all areas of the business.

3.5.3. Attend and contribute to Ghostwriter company meetings.

3.5.4. Attend and contribute to client operational and business meetings both weekly and otherwise ensuring that notes from these meetings are distributed as required to Ghostwriter Directors.

3.6. Accountability:

3.6.1. The effectiveness of the position will be measured by:

3.6.1.1. Achievement of operational profitability and targets.

3.6.1.2. Success of the relationship with the client and the clients' level of satisfaction.

3.6.1.3. The delivery of completed and accurate event-based paperwork.

3.6.1.4. Commercial expansion of the client's and partner venues diaries.

3.6.1.5. Statutory matters (including licensing and health and safety) being observed and reported on as required.

Other reasonable duties as and when required.

DOCUMENT ENDS.