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**Job Description ESP/ESVCM/17**

**Job Title:** EastSide Visitor Centre Manager

**Location:** EastSide Visitor Centre, 402 Newtownards Road, Belfast

**Reports to:** Tourism Development Manager

**Staff Responsibilities:** JACK Coffee Bar / EastSide Visitor Centre Staff

**Terms and conditions**

**Salary:** £25,000 per annum (reviewed after 12 months)

**Term:** January - December 2018

**Holidays:** 28 days per annum

**Hours of work:** 40 hours per week with ability to work flexible hours, including evenings and weekends, essential

**Main Purpose of Job**

To ensure the successful operation of EastSide Visitor Centre and JACK Coffee Bar as a commercially driven social enterprise with an emphasis on excellent staff and visitor satisfaction, working in tandem with EastSide Partnership to make east Belfast a better place to live, work, invest and visit.

**Summary of responsibilities and personal duties**

The Manager will build on the current success of EastSide Visitor Centre and JACK Coffee Bar as a hub venue for both visitors and the community alike. On a day to day basis they will oversee commercial operations of JACK Coffee Bar, events and catering, recruitment, training, business development and administration. They will build the culture within the space whilst developing a commercially focused menu/food offering, high quality range of merchandise and a varied events programme throughout the year.

**Duties will include:**

**Leadership & Staff Management**

1. Lead, motivate and manage the staff team to carry out their relevant tasks in line with the values and procedures of EastSide Partnership
2. Lead by example and set the tone for professionalism, quality standards and customer/visitor service at all times
3. Manage day-to-day operations of EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar including the development and circulation of staff rota
4. Identify, coordinate and, in some cases, deliver staff training e.g. inductions, policies and procedures
5. Ensure staff are well informed of relevant company and site information including the wider tourism offering and events/exhibitions/tours taking place in EastSide Visitor Centre and indeed across east Belfast
6. Be highly knowledgeable of company procedures and ensure that all staff of the centre reach the standards expected of all EastSide Partnership companies
7. Facilitate staff/customer suggestions and feedback re: operations
8. Manage staff payroll, grievances, disciplinary, sickness and holidays
9. Take responsibility for the financial performance and operational management of EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar
10. Implement innovative and engaging marketing and social media activity for EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar
11. Be a champion of east Belfast

**Venue Management**

1. Act as primary designated keyholder
2. Manage open and/or close procedures
3. Manage cash up and till reconciliation procedures
4. Manage stock, ordering, deliveries and invoicing
5. Ensure all JACK Coffee Bar work stations operate smoothly and effectively
6. Ensure customer orders are taken in an efficient and engaging manner
7. Actively look to improve operations of EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar on a regular basis
8. Manage maintenance of the EastSide Visitor Centre building as well as maintenance of JACK Coffee Bar equipment
9. Ensure all building policies and procedures are adhered to at all times
10. Ensure all building and/or entertainments certificates and/or licenses are kept up-to-date and reviewed on a regular basis
11. Pro-actively engage with the local business community to promote the availability of EastSide Visitor Centre’s formal and informal meeting spaces
12. Develop and manage a market based pricing structure, including catering as appropriate
13. Ensure that all practical arrangements are in place before, during and after all room bookings
14. Manage all invoicing re: EastSide Visitor Centre room bookings

**Food/Drink & Menu Development**

1. Continually seek to develop and improve the food and beverage offering delivered by JACK Coffee Bar
2. Actively develop food/drink menu to ensure maximum profitability of JACK Coffee Bar operations
3. Manage the JACK Coffee Bar staff team to ensure the consistent production of high-quality coffee
4. Ensure food products are consistently prepared and presented to highest standards

**Health & Safety & Hygiene Management**

1. Ensure that Health & Safety and Food Hygiene standards are adhered to at all times
2. Conduct training with staff of JACK Coffee Bar as required
3. Complete appropriate Health & Safety forms and checklists in line with our procedures

**Merchandise Management**

1. Ensure merchandise range not only celebrates the wealth of artistic talent in east Belfast but also meets market demand of customers/visitors to EastSide Visitor Centre, keeping under continual review
2. Ensure the merchandise is appropriately displayed and priced competitively
3. Implement effective stock control, replenishment and supplier payments
4. Pro-actively engage with local artists to develop merchandise range

**Event/Exhibition Programming**

1. Seek out local artists, musicians and performers and lead a stakeholder advisory group to develop a varied year-round programme of events in EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar
2. Be the main point of contact for artists, musicians and performers before, during and after all events
3. Manage ticketing and offline/online marketing of events in EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar throughout the year
4. Manage all practical arrangements/logistics before, during and after events
5. Liaise with the EastSide Gallery Curatorial Panel to develop a varied year-round programme of art exhibitions and ensure these shows are well publicised and that agreed practical arrangements/logistics are adhered to by all parties
6. Ensure the commercial success of all events and exhibitions in EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar

**Financial & Budgetary Management**

1. Manage commercial operations of EastSide Visitor Centre, EastSide Gallery and JACK Coffee Bar in order to meet financial and budgetary targets set by the Tourism Development Manager
2. Ensure till is operated in line with relevant procedures
3. Perform sales recording functions and bank takings
4. Always act in the best interests of EastSide Partnership
5. Seek to minimise costs and to maximise revenue in line with our values and procedures

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**Essential Criteria**

* Experience of managing staff, budgets and/or commercial operation similar to EastSide Visitor Centre
* Knowledge of/ interest in east Belfast and wider Belfast tourism products and experiences
* Knowledge of/ interest in local arts and live music scene
* Highly motivated and ambitious individual who will use initiative to lead and inspire a team
* A naturally collaborative person with excellent interpersonal and communication skills
* Commercially focused with strong influencing and negotiating skills
* Good judgement, problem solving and decision-making skills
* Fully committed to the social, economic, environmental and cultural regeneration of east Belfast
* Honest and trustworthy, treating others with fairness, respect and integrity

**Desirable Criteria**

* Catering Management Experience
* Venue (Arts) Management Experience
* Retail Management Experience
* Barista Experience
* Event Programming Experience
* Event Management Experience
* Sales (Ticketing) and Marketing Experience
* Experience of Till Reconciliation Procedures
* Supplier Management & Invoicing Experience
* First Aid Trained
* Knowledge of POS Software
* Knowledge of Microsoft Office Suite

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**EastSide Partnership**

EastSide Partnership has a simple goal – to make east Belfast a better place. We have delivered new facilities like the EastSide Visitor Centre and the Connswater Community Greenway, support and deliver a range of arts activities including the annual EastSide Arts Festival, C.S. Lewis Festival and Woodstock R&B Festival and more recently have taken on lead responsibility for developing tourism across the east of the city. For more information please visit [www.eastsidepartnership.com](http://www.eastsidepartnership.com)

**EastSide Visitor Centre**

Located in the iconic new C.S. Lewis Square, EastSide Visitor Centre is a cultural and creative hub for tourism and arts in east Belfast. The main function of EastSide Visitor Centre is to create a world class welcome for visitors and to instil a sense of civic pride amongst the local community. Packed full of information on east Belfast’s key attractions, famous faces and places this unique visitor centre enhances Belfast’s city-wide offering and ensures that the economic impact of tourism is felt at a local level across the city. EastSide Visitor Centre, JACK Coffee Bar and EastSide Gallery are all run using a social economy model with profits reinvested towards the ongoing regeneration of east Belfast.

**The Role**

We are looking for an entrepreneurial and energetic Manager totally focussed on taking the existing EastSide Visitor Centre to a new level. This is an exciting and challenging opportunity for the right person to join a great team. You will be a dedicated leader with a focus on seeing EastSide Visitor Centre at the heart of an east Belfast making great strides to fulfil its potential. You’ll have a genuine interest and enthusiasm for tourism and the arts with an outgoing and welcoming personality which will help drive the ‘personality’ of EastSide Visitor Centre.

**Application**

If you think you are the person to take on this challenging and rewarding role then please send the following by email to Heather Chesney, [heather@eastsidepartnership.com](mailto:heather@eastsidepartnership.com)

* A letter explaining why you want this job and how you meet the criteria as outlined in the person specification (maximum 2 sides of A4, font size 11)
* An up to date CV (maximum 2 sides of A4, font size 11)
* Completed Equal Opportunities Monitoring Form

Completed applications must arrive by **12.00 noon on Thursday 7th December 2017.**

Applications will only be accepted by email to [heather@eastsidepartnership.com](mailto:heather@eastsidepartnership.com) and will be acknowledged by email. If not acknowledged, please contact Heather on 028 9045 1900.

To be accepted the application **must** include the monitoring form.

We may only interview those applicants who appear, from the information provided in the application, to be the most suitable in terms of the person specification provided.

**Equal Opportunities**

EastSide Partnership is an equal opportunities employer. EastSide Partnership does not permit unlawful discrimination of any kind against any person on grounds which include gender, sexual orientation, marital status, religious belief or political opinion, race or disability. Unlawful discrimination is defined as treating a person less favourably than others are, or would be treated in the same or similar circumstances.

**Canvassing**

Canvassing in any form will, if proved to the satisfaction of EastSide Partnership, disqualify a candidate for the appointment.

**Shortlisting**

Shortlisting will take place on **Thursday 7th December 2017** after which you will be informed by email whether or not you are to be called for interview, and at what time. The panel may decide to only interview those candidates who best meet the criteria.

**Interviews**

Interviews for this position will take place on **Friday 15th December and Monday 18th December 2017.** Please ensure your availability for interview on these dates prior to application.

*For office use only*

App Ref:

**Equal Opportunities Monitoring Form ESP/ESVCM/17**

**Ref No: ESP/ESVCM/17 Private & Confidential**

We are an Equal Opportunity Employer. We do not discriminate on grounds of religious belief or political opinion. We practice equality of Opportunity in employment and select the best person for the job.

To demonstrate our commitment to equality of opportunity in employment we need to monitor the community background of our applicants and employees, as required by the Fair Employment and Treatment (NI) Order 1998.

Regardless of whether we practice religion, most of us in Northern Ireland are seen as Catholic or Protestant. We are therefore asking you to indicate your community background by ticking the appropriate box below.

**I am a member of the Protestant community**

**I am a member of the Roman Catholic community**

**I am a member of neither the Protestant nor Roman**

**Catholic community**

**Please in****dicate whether you are: Female**

**Male**

If you do not complete this questionnaire, we are encouraged to use the “residuary” method, which means that we can make a determination on the basis of personal information on file/application form.

Note: It is a criminal offence under the legislation for a person to “give false information in connection with the preparation of the monitoring return”.