



<b>Title:</b>	Venue Director
<b>Location:</b>	Onsite at the Sunderland venues
<b>Hours of Work:</b>	40 hours per week on a shift rota (includes night shifts, weekends and bank holidays when required).
<b>Reports to:</b>	President and Senior Vice President
<b>Salary range:</b>	£60k - 65k dependant on experience, plus bonus and benefits

**Purpose of the role:**

To be responsible for the successful and profitable running of the Sunderland venues; The Place, Gaming Houses and new Arena (opening Q1 2026). Ensuring that clients, guests, students and lecturers, receive the highest standard of service and an outstanding experience. The role holder will provide visible and strategic leadership fostering a high performance, positive culture of teamwork, communication, and cooperation.

**Requirements:**

The role holder will have experience within hospitality, live events, or the leisure sector. Demonstrated skills in management, operations, events, sales, budgeting, stock management, audits, P&L, statutory and regulatory requirements and the ability to delegate and prioritise work. The successful candidate will need to undertake an enhanced level DBS check on joining, which will be reviewed on an annual basis.

**Specific duties:**

- Create a “One Team” focused culture with all employees working across all the facilities.
- Review and improve organisational effectiveness by developing processes, overseeing employees, and establishing a highly motivational work environment.
- Advise the President and Senior Vice President on how to develop the facilities and to seek out growth and sales opportunities by optimising business relationships.
- Implement and enforce the venue Standards Operating Procedures (SOPs).
- Grow the sales and client network.
- Manage department budgets and expenses and maximise the profitability.
- Carryout audits and regular reviews of Profit and Loss.
- Prepare reporting for the company.

- Develop reporting tools to monitor the maintenance, ongoing performance of sales and events and functional areas of responsibility.
- Line manage the venue teams including; Sales and Events, Front of House, Food and Beverage, Maintenance, Cleaning, Security etc
- Recruit, onboard, and train high-performing employees to achieve objectives for sales, profitability, and market share.
- Mentor, coach and provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Set targets and key performance indicators for the venue/ team/ employees using Staff Circle (software).
- Delegate responsibilities to the best-qualified employees and enforce all policies, procedures, standards, specifications, guidelines, training programs, and cultural values.
- Ensure that the venues operate to statutory regulations and have suitable insurance.
- Ensure you and the team are aware of, and adhere to, health and safety, safeguarding and fire and bomb threat procedures, and report any items which causes concern to staff or clients.
- Encourage the team to achieve a high level of personal hygiene, appropriate uniform, overall appearance, customer care, courtesy and social skills.
- Maintain a working knowledge of all software and IT systems used for bookings and facilities management.
- Ensure all relevant team members are DBS checked and all safeguarding policies are followed on a continuous basis.
- Follow GDPR and security protocols (e.g., CCTV surveillance/ access to personal information).
- Oversee that all areas are kept and maintained to a high standard and any issues relating to Maintenance or Housekeeping are dealt with.
- Ensure the continual safekeeping of all cash/ security/ keys and that regular banking is made in compliance with laid down company policies and security arrangements.
- Chair meetings as required by the Company.
- To be aware of who is in the building and check that they have the relevant security ID.
- Monitor departmental resourcing levels and report any absence or sickness.
- Any other reasonable tasks allocated by the Company.

### **Key skills and qualifications required for the role:**

- Senior management level experience within hospitality, live events, or the leisure sector.
- Attention to detail and a strong knowledge of operational excellence.
- Positive and inspirational leadership.
- The ability to deliver with a maximum return on investment.
- Highly focused on a customer service ethos.
- Forward thinking and the ability to strategically evaluate.
- A natural collaborator, personable and approachable.
- Financial acumen and numeracy skills.

- High levels of emotional intelligence with personal credibility and astuteness to effectively manage the different challenges and demands.
- A resilient and engaging personality able to influence across all levels.
- Inspirational and able to lead through examples with a hands-on approach.
- Must balance driving results with the ability to coach and mentor the team to achieve their objectives.
- First aid and fire marshal trained.
- Willingness to undergo enhanced DBS checks and safeguarding training.
- Computer literate (training for internal computer systems will be provided).
- Actively uses social media platforms such as LinkedIn for business networking and industry updates.

**Policy and procedures:**

- Adhere to all company and departmental policies and procedures.
- Comply with statutory and company health and safety policies.
- Attend weekly/ monthly departmental meetings as required.
- Ensure annual appraisals, job chats and job reviews and appraisals are completed in line with company policy.
- Attend meetings and training as required.
- Ensure regular and appropriate communication with other departments to maintain a courteous and professional relationship.
- Attend work punctually.
- Maintain the highest standards of personal presentation and organisation.
- Undertake any other reasonable tasks allocated by the management.

This job description covers the main objectives, responsibilities, and authorities of this position at present. Where necessary, changes may be made from time to time involving like or integrated work.

Signed:

Date:

(Employee)