

Job Title	Range	Entry	Development Route	Duties	One Level		
Casual Bar Operative	Range 1	GCSE's Grade 4 or above (including Maths and English)	Spot point salary with the option to develop to Function Supervisor. Evidence recorded through on job training and supervisor records	<p>To work with the Operation Manager and Function Manager to deliver all aspects of the bar, its stock and stock management, equipment and glassware.</p> <p>To operate the venue's electronic point of sale. Handle cash floats and assist with end of shift cashing up.</p> <p>Present a welcoming, courteous, helpful and efficient service to all clients both before, during and after an event.</p> <p>To be aware of licensing regulations with regards to the sale of alcohol and your responsibilities.</p> <p>To work a varied shift pattern in line with function requirements. This includes evenings and weekends with late finishes.</p> <p>Maintain a high level of cleanliness inside the Corn Exchange Bar at all times and to keep the bar sufficiently stocked during the function.</p> <p>To undertake secure and accurate handling of all monies in keeping with the Council's financial regulations.</p>	<p>Salary: £22,072</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> GCSE Grade 4 or above (including Maths and English) <p>Knowledge</p> <ul style="list-style-type: none"> Not Applicable <p>Experience</p> <ul style="list-style-type: none"> Experience of working in a customer facing environment Previous experience of working within a function/hospitality setting is an advantage <p>Skills</p> <ul style="list-style-type: none"> Ability to understand written and verbal instructions and follow procedures Ability to solve simple problems and take action accordingly Comprehensive understanding of the importance of customer care Ability to follow instructions related to the tasks required Ability to carry out tasks and/or advise on operational procedures, which impact on the health, safety and wellbeing of people Ability to explain straight forward tasks to others where required Ability to handle and process cash/documentation relating to considerable financial amounts accurately. 		
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Casual Function Supervisor	Range 2	Good general level of education, for example GCSE's in English and Maths Experience in Customer Service Experience in Bar Operations at The Corn Exchange	Spot point salary	<p>To take a leading role in delivering an excellent bar service to clients/guests whilst using The Rochester Corn Exchange.</p> <p>To work with the Duty Manager to deliver all aspects of the bar, its stock and stock management, equipment, glassware, electronic points of sale, cash floats etc.</p>	<p>Salary: £22,597</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Good general level of education, for example GCSE's in English and Maths <p>Knowledge</p> <ul style="list-style-type: none"> Demonstrable working knowledge of the Corn Exchange Operation with reference to the delivery of Bar/Hospitality services. Good knowledge of the licensing regulations and personal responsibilities with regards to the sale of alcohol 		

				<p>Present a welcoming, courteous, helpful, and efficient service to all clients both before, during and after an event.</p> <p>To be aware of licensing regulations with regards to the sale of alcohol and your responsibilities.</p> <p>To work a varied shift pattern in line with function requirements. This includes evenings and weekends with late finishes.</p> <p>Maintain a high level of cleanliness inside the Corn Exchange Bar at all times and to keep the bar sufficiently stocked during the function.</p> <p>To ensure secure and accurate handling of all monies in keeping with the council's financial regulations.</p> <p>To supervise, mentor and motivate other members of the team at all times.</p> <p>To be able to think ahead and have excellent attention to detail and be able to disseminate this to the rest of the team.</p>	<p>Experience</p> <ul style="list-style-type: none"> Minimum 18months working in Casual Bar Operative post <p>Skills</p> <ul style="list-style-type: none"> To be able to work with using own initiative with access to Function Manager for support To be able to supervise, train and mentor other members of the team in line with delivery requirements. Proficient in problem solving and the ability to take action accordingly Excellent understanding in the importance of customer care Ability to undertake financial duties at the end of the shift referring issues to Function Manager To be able to positively motivate other team members to ensure each person reaches their full potential. 		
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Corn Exchange Assistant	Range 2	GCSE's Grade 4 or above in Maths and English, or an ability to demonstrate proficiency in both subjects	Progression through the framework using a combination of on and off job learning, evidence recording at regular 121's and timely formal reviews	<p>Ensure the co-ordination of all contract relating to hires</p> <p>Assist with financial transactions and HR functions in co-ordination with the Finance Officer and other Corn Exchange Officers</p> <p>Work with contractors and suppliers as necessary</p> <p>Worth with officers to provide excellent customer/client support</p> <p>Provide operational support to the delivery team i.e. staffing rotas</p> <p>Provide marketing and promotional support</p>	<p>Salary: £22,597</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> GCSE's Grade 4 or above in Maths and English, or an ability to demonstrate proficiency in both subjects <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of good customer service practice Knowledge of venue operations relating to a revenue generating establishment Knowledge of Microsoft Office packages including, word, excel and PowerPoint 	<p>Salary: £23,299</p> <p>Requirements at this level in addition to level 2A:</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> Demonstrable knowledge of Microsoft Office packages Demonstrable knowledge of working with venue bookings systems used at the Corn Exchange Demonstrable knowledge of Corn Exchange Operations 	<p>Salary: £24,000</p> <p>Requirements at this level in addition to level 2A and 2B:</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> Ability to navigate and interrogate venue booking system to generate reports, retrieve information and payment enquiries Excellent knowledge of Corn Exchange Operations

				<p>Support the monitoring and evaluation of clients feedback</p> <p>General administration duties</p>	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working with clients and audiences in a public setting • Experience of working within a venue used for private hire • Understanding of health and safety, and customer care, in a venue environment. • Experience of delivering excellent customer service • Experience of working with suppliers and contracts for venue hire <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel and Outlook • Good communication skills, the ability to communicate with clients, customers and the general public • A good problem solver with the ability to generate solutions to problems • Competent in written and spoken English • Good telephone manner customer care skills • Ability to maintain accurate documentation • Ability to perform administrative functions on IT systems in an organised, accurate and logical manner 	<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience in the service including consistent performance at Level 2A for a minimum of 18 months. • Confident in working with suppliers and contracts • Demonstrable ability to work with software management tools. • Significant Corn Exchange experience with working knowledge. • Experience of coping well under pressure and difficult situations, able to identify and act on own development needs. <p>Skills</p> <ul style="list-style-type: none"> • Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working. • Ability to work well with other colleagues and partners. • Advanced in the use of Microsoft Word, Excel and Outlook • To be able to work with Event Executives to create sound promotional approaches to revenue generation • Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences. • Ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people. 	<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience in the service including consistent performance at Level 2B for 18 months. • Experience and the vision to maintain high quality Corn Exchange service that are relevant to the needs of existing and potential users. • Ability to build sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible, persuasive way. • Experience in financial management to be able to keep day to day financial operations running, when deputising for the Finance Officer, with support from Corn Exchange Manager <p>Skills</p> <ul style="list-style-type: none"> • Developed interpersonal and communication skills. To be able to resolve difficult, complex and sometimes confrontational situations, imposing requirements on unreceptive customers without access to more senior officers. • Ability to explain relatively complex information or situations, make judgements, and develop creative solutions and/or strategies with minimal support. • Ability to mentor other members of the team in similar tasks
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Event Executive	Range 3	Good general level of education, for example GCSE's Grade 4 or above in Maths and English	Progression through the framework using a combination of on and off job learning, evidence recording	Support the delivery of marketing and promotional campaigns that generate sales, develop audiences and improve the reputation of the venue.	<p>Salary: £24,525</p> <p>Requirements at this level:</p>	<p>Salary: £26,897</p> <p>Requirements at this level in addition to level 3A:</p>	<p>Salary: £29,268</p> <p>Requirements at this level in addition to level 3A and 3B:</p>

		<p>Experience in Customer Service</p>	<p>at regular 121's and timely formal reviews</p>	<p>Meet with potential clients, assess their needs and develop hire options.</p> <p>Liaise and coordinate staffing and technical requirements of hires with the Duty Manager</p> <p>Liaise with external suppliers as necessary</p> <p>Ensure all hires comply with health and safety requirements in line with all legislation and HSE guidance</p> <p>Work with staff, those on work experience, and volunteers</p> <p>Support the monitoring and evaluation of clients' experiences analysing feedback to develop services</p> <p>Contribute to Medway's wider cultural offer and the development of Council and partner strategies and policies</p> <p>Work in a matrix model with other council departments</p> <p>Deputise for the Corn Exchange Manager as required</p> <p>Ensure that equal opportunity issues are considered on all service delivery and employment matters. This includes providing service monitoring, planning and implementing change and taking action to promote equality and diversity</p> <p>Carry out all duties regarding the Council's Health and Safety policy</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • Good general level of education, for example GCSE Grade 4-9 in Maths and English <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of the wedding and business event market with reference to facility management • Knowledge of good customer service practice and how this can be effective in a venue environment • Knowledge of Microsoft Office and Outlook systems • Knowledge of venue management ICT systems • Basic knowledge of sales with reference to revenue generation in a venue setting <p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of working in a similar environment • Demonstrable experience in a customer focused organisation, with an emphasis on customer service. • Demonstrable experience in hiring venues and spaces for weddings, business and private events • Demonstrable experience of delivering a good client experience • Demonstrable experience of dealing with a range of clients and event organisers <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel and Outlook • Knowledge of procedures for the organising and manging functions • Good communication skills with the ability to use the most appropriate style and method of communication with people at 	<p>Qualifications</p> <ul style="list-style-type: none"> • Relevant Health and Safety qualification or demonstrable experience in the service <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of catering and bar requirements for weddings, conferences, and other functions • Ability to demonstrate knowledge and skills to others in the team • Sets clear direction for, develops, supervises and coaches productive, high performing teams covering more than one area of activity. • Knowledge of working within the regulations and policies in a local authority context • Proficient knowledge in sales for revenue generation within the Corn Exchange business plan <p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience in the service including consistent performance at Level 3A for a minimum of 18 months. • Demonstrable experience in maximising opportunities for increased sales through marketing and promotions • Demonstrable experience of building and maintaining effective and professional internal and external relationships • Demonstrable experience of using software management tools and booking systems relevant to the Corn Exchange <p>Skills</p> <ul style="list-style-type: none"> • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems • Ability to mentor other members of the team 	<p>Qualifications</p> <ul style="list-style-type: none"> • Knowledge of health and safety regulations relating to venue management • Expert knowledge of the Rochester Corn Exchange • Pro active in identifying ways to improve efficiency and effectiveness. • Good knowledge of building maintenance. <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of health and safety regulations relating to venue management • Expert knowledge of the Rochester Corn Exchange • Pro active in identifying ways to improve efficiency and effectiveness. • Good knowledge of building maintenance. <p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience in the service including consistent performance at Level 3B for a minimum of 18 months. • Ability to mentor/supervise entry level members of staff, casuals or work experience • Experience and the vision to maintain high quality Corn Exchange services that are relevant to the needs of clients. • Ability to build sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible, persuasive way. • Successfully communicates corporate message to the rest of the team and ensures all team members are aware of how their role fits in with the council's objectives and values. <p>Skills</p> <ul style="list-style-type: none"> • Developed ability to demonstrate an understanding of customer needs and being able to manage their expectations • Developed interpersonal skills. To be able to resolve difficult, complex and sometimes confrontational situations, imposing requirements on
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Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
				<p>different levels inside and outside the organisation.</p> <ul style="list-style-type: none"> • A good problem solver with the ability to generate solutions to problems • Excellent client and customer service awareness • Excellent telephone manner and customer care skills • Well organised with the ability to maintain accurate documentation • The ability to perform administrative functions on IT systems in an organised and logical manner • Demonstrable ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines. • Dexterity, coordination and sensory skills, where there is some demand for precision in the use of these skills. 	<ul style="list-style-type: none"> • Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapt to new ways of working • Ability to use written and oral communications skills to present varied information in an understandable way to a range of audiences. • Ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people. 	<p>unreceptive clients without access to more senior officers.</p> <ul style="list-style-type: none"> • Support delivery of venue business plan and marketing strategy that generate sales, develop client profile and improve the reputation of the venue. • Ability to act as a role model to promote equality and manage diversity in the workplace and service provision, ensuring everyone has appropriate and fair access and support. • Developed ability to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands • Ability to mentor other members of the team ensuring that they reach their full potential • Deputise for the Corn Exchange Manager as required 	
Finance Officer	Range 3	<p>Good general level of education, for example GCSE's Grade 4 or above in Maths and English</p> <p>Experience in Customer Service</p> <p>Willingness to work towards a relevant qualification</p> <p>Experience in financial reconciliation</p> <p>Understanding GDPR</p>	<p>Progression through the framework using a combination of on and off job learning, evidence recording at regular 121's and timely formal reviews</p>	<p>Responsible for all financial processes, ensuring they are followed.</p> <p>Responsible for raising purchase orders, creating Goods Received Notes, paying invoices, creating invoices, cashiering, banking daily income, undertaking journal transfers and debtor requests all in a timely fashion.</p> <p>Provide accurate financial information for monitoring and forecasting purposes.</p> <p>Collect income in a timely fashion.</p> <p>Make effective, accurate and timely use of relevant digital systems.</p> <p>Maintain and enhance the reputation of the Council.</p> <p>Work with colleagues to analyse and use information to inform service delivery and planning</p>	<p>Salary: £24,525</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • GCSE Grade 4-9 in Maths and English <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of the range of financial processes and transactions within a venue setting • A knowledge of financial software systems, venue currently uses Integra • Knowledge of financial processes specific to public sector setting • A good understanding of customer service and how this can be effective in a venue environment • Knowledge of GDPR responsibilities 	<p>Salary: £26,897</p> <p>Requirements at this level in addition to level 3A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • NVQ in a related or comparable area of service or demonstrable experience in the service. <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of the different types of contracts theatres and Corn Exchange use • Good understanding of corporate finance procedures and how that relates to venue processes • A good knowledge of financial software systems i.e. Integra • Good working knowledge of financial processes specific to the working environment. • Demonstrable working knowledge in supporting Budget Monitoring 	<p>Salary: £29,268</p> <p>Requirements at this level in addition to level 3A and 3B:</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Excellent demonstrable analytical knowledge of financial software systems. • Excellent demonstrable knowledge in interrogating analytical data through software systems i.e Spektrix, Integra • Sound business planning knowledge in relation to revenue generation • Is pro-active in identifying ways to improve efficiency and effectiveness.

			<p>Review processes and systems and advise management on improvements to efficiency and effectiveness.</p> <p>Ensure that equal opportunity issues are considered on all service delivery and employment matters taking action to promote equality and diversity.</p> <p>Support the growth in income through the development of business plans.</p> <p>Carry out all duties regarding the council's Health and safety policy.</p> <p>Maintain accurate financial information within the parameters of GDPR regulations.</p>	<p>Experience</p> <ul style="list-style-type: none"> • Experience of managing a range of financial processes and transactions • Experience if managing a high volume of transactions • Experience of keeping accurate records • Experience in presenting and analysing financial information • Experience of Microsoft and other IT packages • Experience working with a finance software system • Experience of working in a team and supporting colleagues <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel and Outlook • Ability to apply practical and procedural knowledge within financial operations • Ability to work and manage a range of tasks, some of which, singly or in combination, are relatively complex. • Ability to identify and address complex problems, developing innovative and imaginative solutions as appropriate. • The ability to work well with colleagues, including those with more detailed knowledge, to jointly create pragmatic solutions, fit for purpose and can be implemented successfully within desired timescales. • The ability to progress a variety of work, within recognised guidelines, and making decisions. • Can demonstrate dexterity, coordination or sensory skills, where there is considerable demand for precision in the use of these skills, for example, in the 	<ul style="list-style-type: none"> • Demonstrable working knowledge in financial business planning for revenue generation. • Using data to make informed decisions <p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a local government environment • Demonstrable experience in supporting Budget Monitoring • Demonstrable experience in working with Microsoft and other IT packages i.e. Excell • Development of robust audit procedures in line with council policies. • Demonstrable experience in the service including consistent performance at Level 3A for a minimum of 18 months. <p>Skills</p> <ul style="list-style-type: none"> • The ability to analyse and interpret varied and complex information or situations, make judgements, and develop creative solutions and/or strategies. • Communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences. • Demonstrable ability in mentoring other members of • Ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people, staff supporting this role. 	<p>Experience</p> <ul style="list-style-type: none"> • Excellent experience of working with interactive spreadsheets and creating business development resources • Ability to build sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible, persuasive way. • Demonstrable experience in the service including consistent performance at Level 3B for a minimum of 18 months. • Successfully communicates corporate message to the teams and, ensures all teams are aware of how their role fits in with the council's objectives and values <p>Skills</p> <ul style="list-style-type: none"> • Ability to gain trust and buy in from senior staff at all levels across the business and be empathetic with both the management and end users in directorates when understanding of their business goals and operational constraints. • Ability to interpret financial and analytical data in a way that can be easily explained through reports and presentation to other officers across all levels of the council.
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Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
					<p>general use of several ICT applications during the working day.</p> <ul style="list-style-type: none"> • Good telephone manner and customer care skills • Ability to work well with other colleagues and partners, including those with more detailed knowledge areas, to create pragmatic solutions, fit for purpose and can implemented successfully within desired timescales • To be able to deal with high levels of work-related pressure e.g. deadlines, interruptions, or conflicting demands from several service areas. • Competent in written and spoken English 		
Operations Manager	Range 5	<p>GCSE 4-9 grade (A-C) in Maths and English</p> <p>Experience in managing a team</p> <p>Experience in working in a sales environment</p> <p>Full understanding of GDPR</p>	<p>Progression through the framework using a combination of on and off job learning, evidence recording at regular 121's and timely formal reviews</p>	<p>Work with Corn Exchange Manager and Event Executives on operational detail of events and ensuring a smooth handover between teams</p> <p>Work with Corn Exchange Manager to develop strategic business development plans</p> <p>To use a variety of methods to gather analytical data that can be used to inform business development objectives</p> <p>To ensure best practices are devised and implemented for business development that enhance both revenue generation and cost reduction</p> <p>Be the single point of contact for work with clients ensuring the successful delivery of events and providing excellent client care.</p> <p>To manage large numbers of clients at any one time</p> <p>Be the single point of contact for suppliers and contractors at events</p>	<p>Salary: £35,935</p> <p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • GCSE 4-9 grade (A-C) in Maths and English <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of the procurement process within the public sector • An understanding of financial and procurement principles within the public sector • Knowledge of revenue-generating principles in relation to bar delivery services • Knowledge of business planning principles in relation to revenue generation • A good understanding of customer service and its effectiveness in a venue environment <p>Experience</p>	<p>Salary: £38,775</p> <p>Requirements at this level in addition to level 5A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • A relevant academic, professional or management qualification • Relevant NEBOSH or IOSH qualification or demonstrable experience in the service. <p>Knowledge</p> <ul style="list-style-type: none"> • Sets clear direction for, develops, manages and coaches productive, high performing teams covering more than one area of activity/in more than one workplace. • Accurately monitors finances to avoid wastage and stay within agreed budgets • Good knowledge of building maintenance • Strong practical and procedural knowledge of Health & Safety legislation • Proactive in identifying ways to improve efficiency and effectiveness <p>Experience</p>	<p>Salary: £41,614</p> <p>Requirements at this level in addition to level 5A and 5B:</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • A strong knowledge and understanding of the council's budgetary systems and financial matters, offering solutions for improvements to working practices • Successfully communicates corporate messages to the teams and ensures all staff are aware of how their role fits in with the council's objectives and values • Establishing effective internal and external partnerships to maximize opportunities to increase revenue and grow client bookings

				<p>Oversee the set-up, delivery and take down of events</p> <p>Manage and co-ordinate all aspects of bar operation, its stock and stock management, equipment, glassware, electronic points of sale, cash floats etc.</p> <p>Manage casual staff to support the set up and take down of an event and deliver the bar service</p> <p>Ensuring that staff, clients, guests, suppliers are safe and adhere to venue safety regulations and guidance.</p> <p>To comply with all legislative and regulatory requirements with regards to venue management and HASAW Act 1974</p> <p>Presenting a welcoming, courteous, helpful and efficient service to all clients, ensuring the comfort and safety of guests, during and after an event</p> <p>Maintaining the secure and accurate handing of all monies in keeping with the council's financial regulations</p> <p>Acting as de facto licensee assuming full control of the premises whether during an event and to be pro-active in areas such as health and safety, customer service and building security, liaising with the appropriate authorities as required</p>	<ul style="list-style-type: none"> • Experience of working within and managing a commercial bar operation • Experience in the supervision and coordination of employees, involving a medium level of responsibility for supervising and coordinating the work of a group of staff covering more than one area of activity, including the allocation of work • Experience in a customer-focused organization, with an emphasis on revenue generation • Experience with dealing with suppliers and contracts • Experience in the management of software tools • Experience of delivering private hire functions to exceptional standards <p>Skills</p> <ul style="list-style-type: none"> • Good telephone manner and customer care skills • Excellent organizational skills, with accuracy and attention to detail • Must be able to use MS Word and Excel to a good standard • The ability to deal with high levels of work-related pressure from deadlines, interruptions, or conflicting demands 	<ul style="list-style-type: none"> • Experience in developing and delivering business planning objectives • Ability in the handling and resolution of customer complaints and applying appropriate remedies related to delivery procedures • Significant experience of working within a revenue-generating venue and knowledge of relevant legislation • Substantial experience of supervising, coordinating, or training other employees, including performance management • Experience of coping well under extreme pressure and difficult situations, able to identify and act on own development needs • Demonstrable experience in the service including consistent performance at Level 5A for a minimum of 18 months <p>Skills</p> <ul style="list-style-type: none"> • Able to demonstrate a detailed knowledge of the service and the wider organizational context and how these interfaces with the business plan, possessing the skills required to take a lead role in ensuring partnerships work • Excellent interpersonal and communication skills, with an adaptable style and able to use a variety of information and tailor style to suit different needs • Excellent data analysis skills with the ability to interpret information in a variety of ways to suit different audiences and needs 	<p>Experience</p> <ul style="list-style-type: none"> • Experience and the vision to develop and maintain high-quality services that are relevant to the needs of existing and potential hirers/users • Encourages staff to put forward ideas of how work should be done and act on those ideas whenever possible • Ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term • Successfully communicates corporate messages to other members of staff to ensure they are aware of how their role fits in with the council's objectives and values • Demonstrable experience in the service including consistent performance at Level 5B for a minimum of 18 months <p>Skills</p> <ul style="list-style-type: none"> • Ability to understand the vision and objectives of the business plan and interpret it to other members of staff • Developed interpersonal and communication skills. To be able to resolve difficult, complex, and sometimes confrontational situations without access to more senior officers • Excellent delivery of marketing and promotional campaigns that generate revenue, develop new hires, and improve the reputation of the venue.
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Rochester Corn Exchange Manager	Range 7	GCSE 4-9 grade (A-C) in Maths and English The development and delivery of: • High-quality creative programme	Progression through the framework using a combination of on and off job learning, evidence recording at regular 121's and timely formal reviews	Strategically develop and implement business plans generating growth in income, customers, clients and partnerships Deliver high-quality client management Develop and deliver marketing and promotional campaigns that maximise	Salary: £48,216 Requirements at this level: Qualifications • GCSE 4-9 grade (A-C) in Maths and English	Salary: £50,588 Requirements at this level in addition to level 7A: Qualifications • A relevant academic, professional or management qualification (e.g. ILM level 5)	Salary: £52,959 Requirements at this level in addition to level 5A and 5B: Qualifications -

	<ul style="list-style-type: none"> • Ambitious business development plan • Maximising income generation through sales and hire of spaces • Lead marketing, communications and client development programmes and projects • Venue and equipment upgrade and maintenance • Significant capital projects • Overseeing safe and effective technical operations • Excellent front of house and customer care practices • Sound financial management • Safe environment for staff and customers • Innovative partnership programmes. • Monitoring and evaluation of programmes and services. • Management of significant amounts of personal data and information • Staff development and management • Overseeing all health and safety aspects including budget and contractors 		<p>sales and improve the reputation of venues</p> <p>Successfully deliver significant capital projects on time and in budget</p> <p>Manage safe and effective technical and venue operations</p> <p>Manage all building maintenance</p> <p>Manage health and safety of the building, workforce, customer and clients in line with all legislation and HSE guidance</p> <p>Sound financial management including budget setting, forecasting, monitoring and seeking efficiencies</p> <p>Manage the procurement and contracting of entertainment and creative content, venue hires and tenants</p> <p>Staff development and management including recruitment and selection, learning and development, performance management, mentoring, coaching and communications</p> <p>Work in partnership with the cultural and creative sector, voluntary and community sector and other connected sectors to develop and deliver successful quality projects and programmes</p> <p>Following and maintaining the council's GDPR policies</p> <p>Monitor and evaluate audiences and users analysing feedback to develop services</p> <p>Contribute to Medway's wider cultural offer and the development of council and partner strategies and policies</p> <p>Network across the industry to develop programming, share best practice and</p>	<p>Knowledge</p> <ul style="list-style-type: none"> • Excellent knowledge of venue management processes and systems. • Good knowledge in implementing projects and programmes on time and within budget. • A strong understanding of the value and use of new technologies in improving services and modernising working process. • An excellent understanding of client management and customer service and how this can be effective in a venue environment. • A good understanding of the financial and procurement principles within the public sector. • Strong understanding of the commercial venues sector <p>Experience</p> <ul style="list-style-type: none"> • Establishing effective internal and external partnerships to maximise opportunities to generate income. • A strong knowledge and understanding of the council's budgetary systems and financial matters offering solutions for improvements to working practices and identifies where more efficient working could make savings. • Can analyse and interpret technical, procedural, or specialist information and compose correspondence and reports, using technology as required. • Contributes to Medway's wider cultural and commercial offer and the development of council and partner strategies and policies. • Excellent understanding of the commercial venues sector and the ability to benefit from local and national sector opportunities. 	<ul style="list-style-type: none"> • Relevant COSHH / NEBOSH qualification <p>Knowledge</p> <ul style="list-style-type: none"> • Sets clear direction for, develops, manages and coaches productive, high performing teams covering more than one area of activity/in more than one workplace. • Accurately monitors finances to avoid wastage and keep within agreed budgets. • Excellent knowledge of project management techniques • Strong practical and procedural knowledge of Health & Safety legislation. • Is pro-active in identifying ways to improve efficiency and effectiveness. <p>Experience</p> <ul style="list-style-type: none"> • Experience of maximising assets to achieve challenging income targets. • Ability in the handling and resolution of complex complaints and applying appropriate remedies related to the administration procedures. • Significant Corn Exchange experience with working knowledge of relevant legislation. • Ability to build sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible, persuasive way. • Experience of coping well under extreme pressure and difficult situations, able to identify and act on own development needs. • Substantial experience of supervising, co-ordinating or training other employees including performance management. 	<p>Knowledge</p> <ul style="list-style-type: none"> • Establishing effective internal and external partnerships to maximise opportunities to generate income. • A strong knowledge and understanding of the council's budgetary systems and financial matters offering solutions for improvements to working practices and identifies where more efficient working could make savings. • Can analyse and interpret technical, procedural, or specialist information and compose correspondence and reports, using technology as required. • Contributes to Medway's wider cultural and commercial offer and the development of council and partner strategies and policies. • Excellent understanding of the commercial venues sector and the ability to benefit from local and national sector opportunities. <p>Experience</p> <ul style="list-style-type: none"> • Experience and the vision to develop and maintain high quality venue service that are relevant to the needs of existing and potential clients and customers. • Encourages staff to put forward ideas of how work should be done and acts on those ideas whenever possible. • Ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term. • Experience in all areas of work undertaken by staff the post line manages. • Successfully work with partners and stakeholders to maximise opportunities • Successfully communicates corporate message to the teams and, ensures all teams are aware of how their role fits in with the council's objectives and values.
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