YMCA
DULVERTON GROUP

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Job Information pack
Venue Manager

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: **Venue Manager**

Reports to: **Head of Social Enterprise**

Purpose

The Venue Manager will act as the central coordinating presence within Barley Wood, helping to ensure the venue remains organised, welcoming, compliant and ready for use. Combining customer service, administration and operational coordination, the role is responsible for managing enquiries and bookings, conducting venue viewings, overseeing venue standards and accommodation readiness, and supporting the smooth day-to-day operation of the site.

The postholder will work autonomously within agreed parameters, exercising initiative and sound judgement whilst operating within YMCA Dulverton Group's established policies, procedures and support frameworks.

This is a varied role that balances office-based responsibilities with a visible and hands-on presence across the venue. Alongside managing customer enquiries, bookings and customer relationships, the postholder will support venue presentation, accommodation readiness, housekeeping activities and day-to-day operational requirements, taking pride in maintaining high standards throughout the site.

The postholder will also work closely with colleagues across the wider Barley Wood estate, helping to ensure the venue operates effectively alongside the nursery and other activities taking place on site.

Background

Barley Wood is a distinctive Grade 2 listed venue set within the North Somerset countryside near Wrington. Originally built for the social reformer Hannah More, the estate today hosts weddings, conferences, retreats, accommodation and community activities, welcoming a wide range of customers and visitors throughout the year.

Owned and operated by YMCA Dulverton Group, Barley Wood combines commercial activity with social purpose, generating income that helps support the charity's wider work across the South West.

We are looking for a practical, organised and customer-focused Venue Manager to help coordinate the day-to-day operation of the site. This is a varied and rewarding role, combining customer service, administration and operational coordination to ensure the venue remains welcoming, well-presented and ready for use.

Responsible For

- Managing venue enquiries and customer communications.
- Coordinating venue bookings, accommodation allocations and diary management.
- Conducting venue viewings and supporting prospective customers through the booking process.
- Maintaining oversight of venue standards, presentation and readiness.
- Coordinating cleaning, accommodation preparation and maintenance requirements through established organisational processes.
- Supporting compliance with relevant health and safety, safeguarding, licensing and organisational requirements.
- Acting as a key coordinating presence across the site, supporting the smooth day-to-day operation of the venue.
- Supporting the continued utilisation and development of Barley Wood.

Main Responsibilities

Customer Enquiries and Bookings

- Act as the first point of contact for venue enquiries.
- Respond promptly and professionally to telephone, email and website enquiries.
- Build positive relationships with prospective and existing customers.
- Manage the customer journey from initial enquiry through to booking and occupancy.
- Maintain accurate booking records, contracts, schedules and customer information.
- Coordinate venue availability, accommodation allocations and booking requirements.
- Conduct venue viewings and present the venue positively to prospective customers.
- Support the effective promotion and utilisation of the venue through customer engagement and positive booking experiences.

Venue Coordination, Standards and Compliance

- Take day-to-day responsibility for the organisation, presentation and readiness of the venue.
- Take ownership of standards across the venue, leading by example to ensure accommodation, customer areas and shared spaces remain welcoming, well-presented and ready for use.
- Maintain oversight of accommodation readiness, housekeeping activities, maintenance requirements and customer-facing areas, ensuring issues are identified and addressed through established processes.
- Monitor standards across accommodation, customer areas and shared spaces, ensuring the venue remains welcoming, safe and ready for use.
- Work closely with colleagues across the wider Barley Wood estate, supporting the effective operation of a shared site that includes both venue and nursery activities.
- Support compliance with relevant health and safety, safeguarding, licensing and organisational requirements.
- Coordinate access and activities for contractors, suppliers and service providers where required.
- Take ownership of issues affecting customer experience, venue standards or operational effectiveness, ensuring they are appropriately resolved.
- Undertake practical operational and housekeeping activities where required to maintain venue readiness and customer experience.
- Exercise initiative and sound judgement in balancing customer service, administrative and operational priorities.
- Promote a culture of pride, professionalism and attention to detail across the site.

Administration and Reporting

- Maintain accurate booking, occupancy and customer information systems.
- Produce reports relating to bookings, occupancy and venue activity as required.
- Support invoicing and financial administration through the provision of accurate booking information.
- Maintain oversight of venue supplies and consumables required to support day-to-day operations.
- Maintain effective administrative systems, records and filing arrangements.
- Ensure confidentiality, GDPR and information governance requirements are maintained.

Person Specification

Essential

- Experience in a customer-facing, hospitality, venue, accommodation or administrative environment.
- Strong organisational and administrative skills.
- Excellent communication and interpersonal skills.
- Ability to build positive relationships with customers, colleagues and stakeholders.
- Ability to work with a high degree of autonomy whilst operating within organisational policies, procedures and agreed parameters.
- Demonstrates ownership, initiative and accountability for outcomes.
- Able to balance customer service, administration and operational priorities.
- Confident making day-to-day operational decisions and solving problems independently.
- Practical, organised and willing to take a hands-on approach to maintaining standards across the venue.
- Strong IT skills, including Microsoft Office applications.
- Flexible and adaptable approach to work.

Desirable

- Experience within weddings, hospitality, accommodation or venue operations.
- Experience conducting venue viewings or customer appointments.
- Experience coordinating facilities, accommodation, cleaning or maintenance activities.
- Understanding of health and safety, licensing or compliance requirements within a customer-facing environment.
- Commercial awareness, with the ability to maximise opportunities arising from customer enquiries and venue viewings.

Personal Qualities

- Positive, professional and approachable.
- Self-motivated and dependable.
- Strong attention to detail.
- Practical and solution focused.
- Comfortable balancing office-based administration with visible, hands-on involvement across the venue.
- Takes pride in maintaining high standards and creating a welcoming environment for customers and guests.
- Able to build trust and work effectively with colleagues, customers, contractors and partner organisations.
- Flexible and adaptable in responding to changing priorities.
- Committed to YMCA Dulverton Group's values and charitable purpose

Main terms of employment

Salary:	£32,000 per annum dependent on experience
Location:	Barley Wood, Wrington.
Hours:	37.5 hours per week
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	28 days per year, plus bank holidays.
Pension:	YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year.


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