



### ***The Cresset Journey***

*The Cresset has been a feature of the Peterborough landscape for 40 years. It is a multi-user venue that incorporates a 900-seat Music, Comedy & Event space, a pub, conferencing facilities, shops, a gym, plus community facilities such as a library, Older Persons Day Centre, a day centre for people with disabilities, a Youth Programme and a church.*

*We have just finished a wide-ranging Strategic Review of the Cresset, conducted by Blue Horizon Ventures, and now seek our first Venue Director to lead the transformation of this cherished community venue.*

*The Cresset is part of YMCA Trinity Group a local Charity since 1852, which serves communities across Cambridgeshire & Suffolk delivering impacts in Accommodation, Mental & Physical Health, Youth Programmes & Childcare.*

### **Venue Director Role**

The senior leader in the venue, a major player in the local community - this role drives performance, profit and service delivery to customers, promoters and the business. Requires collaboration with colleagues in other venues, central functions and in the wider community to ensure best practice and excellent standards.

The new Venue Director will be instrumental in elevating the reach and status of the venue, and should be an ambitious visionary with the drive to transform the growth of the operation.

### **Key responsibilities**

To contribute to YMCA Trinity Group's strategic goals by developing an ambitious vision and corresponding business plan for The Cresset venue, and implementing short, medium and long term plans to achieve the plan. To achieve, or exceed, budget expectations. Ensure the venue is perceived to be vital to its community, and a desired destination for customers and producers. To offer inspiring leadership both internally and externally.

### **Focus:**

- Take responsibility for the overall performance of the whole Cresset business, ensuring that there is a balanced approach to Customers, Stakeholders, Employees, Reputation, Innovation, entrepreneurship and Development.
- Provide and determine the smartest allocation of resources in your control – and ensure the balance of resources is proportionate and appropriate to achieve short, medium and long term goals.
- Actively create and pursue new income streams, including sponsorship, which fit the overall business objectives and vision.
- To work to and help formulate the implementation plan arising from the Blue Horizon Ventures Strategic Review
- Take responsibility for the growth of venue surplus as agreed with the CEO/Board of Directors through setting, monitoring and reviewing the goals and objectives of the venue's management team.



- To contribute to the programming of the venue through participation in an effective and collaborative dialogue with the colleagues; taking positive ownership of the resulting programme and offering ideas and/or new relationships to contribute to its longer-term development.
- To create a positive work culture for your team – ensuring a focus on individual development, open dialogue, and creative thinking in order to drive forward performance of both the employee and venue.
- Ensure your teams are capable and able to deliver first class service to a range of internal and external customers.
- Ensure the teamwork towards the agreed goals and targets and regularly review performance against those targets, dealing with performance issues appropriately.
- Represent the venue and YMCA generally as necessary ensuring that the venue maintains its own reputation and its status as part of an industry leading organisation.
- Support the development and delivery of community engagement activities and seek opportunities to further develop or support the venue through local partnerships.
- Ensure you comply with all legislative requirements for people, standards, health & safety.
- You will be a member of the YMCA's Executive Team which co-ordinates & leads the work of the whole organisation.

### **Everyone's responsibility**

Everyone at YMCA Trinity Group is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our Youth Performing Arts programme.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across YMCA Trinity Group. Everyone at YMCA Trinity Group is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.



## **Your skills, qualities, and experience.**

If you are able to demonstrate many of the essential criteria, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. We can give experience of any desirable criteria but may also use them to decide between candidates for this role.

### **Essential**

- Previous experience working in a leadership and management capacity, as a minimum at an equivalent level to a head of department, or in positions of significant responsibility in smaller organisations.
- Proven ability to organise, lead and motivate a large and diverse team while engendering a sense of teamwork and common purpose.
- Creative and results-driven approach to delivering sophisticated, high-quality customer service in a busy environment; a focus on and prioritisation of the needs of our customer, client, or collaborator.
- Ability to pioneer positive change, engaging others and steering the team towards priority goals.
- Ability to manage and develop internal and external relationships at all levels and collaborate effectively with a diverse team.
- Skills and practical experience of supporting other people's development, ideally including managing performance and training.
- Ability to work smartly, with proven skills in problem-solving, generating new ideas and budget management.
- A highly organised yet adaptable approach: the ability to plan and prioritise a varied workload, meet deadlines and ambitious targets, with the flexibility to take up opportunities as they present themselves.
- An ability to create a positive, engaging and collaborative working environment.
- Good IT skills, with the ability to learn to use new software and systems.

### **Desirable**

- Knowledge of ticketing or retail systems
- Relevant management qualification or training
- Health & Safety qualifications and/or experience
- A genuine interest in the live entertainment industry is required; work experience in the industry is desirable but not essential and we actively encourage applications from individuals working in other sectors.
- The application process for a candidate includes a Disclosure and Barring Service check.



## **Candidate Profile**

The successful candidate will have a strong understanding of the music, comedy & events market along with the competition, changing and emerging trends. You will have a keen interest in live events and will be able to talk the language as well as being credible with promoters.

Strong relationships with key industry players and an ability to book rentals and private events will set you apart from the field as will a background in live music and club venue management or experience at events and festivals.

Innovative, entrepreneurial and a team player, as the leader of the venue, you must be able to lead, gain the commitment, and garner a team spirit around shared goals. The successful individual will set high standards and will understand the effect and impact of his or her behaviour on others. As a result, excellent communication, negotiation and interpersonal skills will be integral to establishing and building your presence as the Venue Director.

You must be analytically sharp in order to drive the P&L and be able to demonstrate good skills and ability in forecasting, financial reporting and strategic financial planning.

Experience or a thorough understanding of technical and production management will be required as will experience in corporate hospitality and catering alongside a working knowledge of volume Food & Beverage delivery and managing large customer events safely.

You must be able to make sensible commercial decisions with a balanced approach to risk. This leader will need to deliver against challenging goals and objectives, so you must intuitively understand what actions and initiatives will lead to the desired outcomes for growth and profitability and customer satisfaction.

You must have the gravitas and authority to lead venue teams that can be significant in number and encompass diverse areas, from Marketing to Technical to Box Office to Front of House. Simultaneously, you must have the authenticity to connect with your staff, be completely comfortable with people management, and have a high level of emotional intelligence.

You will be outstanding at transforming this venue with implementation of the Strategic Review.



### **Key Terms & Conditions**

**Salary:** £60,000 per annum, up to £70,000 for an outstanding candidate

**Holiday:** 31 days per year, plus Statutory Holidays and a Birthday day off

**Pension:** Access to a Scottish Widows Defined Contribution Pension Scheme

**Employee Assistance Programme:** Offering support on Financial matters, mental health support & more.