



Position:	Venue Supervisor
Reports to:	Operations Manager
Responsible for:	Volunteer Stewards and casual staff
Salary Band:	£27,000
Hours:	37 hours per week, includes evenings and weekends
Location:	Newbury Town Centre Our other premises at Greenham Business Park on occasion
Holiday entitlement:	20 days per annum, rising by one day per year to a maximum of 25 days, plus bank holidays

OVERVIEW

The Corn Exchange is a multi-venue arts organisation which presents a wide range of artistic work and creative activity throughout the year, both at its Newbury-based venues and in the wider community in West Berkshire.

The Corn Exchange is a growing, dynamic and exciting organisation in the South East, with a 400-seat auditorium, a 40-seat cinema and a busy learning centre. The Corn Exchange also runs 101 Outdoor Arts, a nationally recognised facility to support and nurture outdoor artists, as well as programming and managing The Base Greenham, a visual arts gallery.

In Spring 2026, we will open our new facility – the Old Library – as our new arts and wellbeing hub; home to our learning and participation programme and a space for community connection and collaboration, with a cafe bar and bespoke 94 seated performance space.

This role will ensure the smooth running of this Old Library venue, managing a volunteer team to foster a welcoming and friendly service, making sure the venue runs safely and efficiently and supporting sales and fundraising activity as first port of call to all visitors.

The successful candidate will be multi-skilled and enjoy a busy working environment, with experience of using initiative and thriving in an independent supervisory role.

Training on all systems and processes will be provided.

Main responsibilities:

- To be a key point of contact for the building, understanding the venue and its programmes
- Work closely with the Operations Manager to ensure the building operates safely, efficiently and sustainably
- To have day to day responsibility for the health and safety of all who use the building, be a key holder and duty manager
- Recruit, manage and motivate a volunteer team and casual workers as required, ensuring a rewarding and enjoyable working environment
- Work closely with the Front of House and Events Manager to oversee the café bar function and ensure shared understanding of income generation through all café, ticket and fundraising activity

Main Duties**Operations**

- Ensure the smooth and safe running of all activity within the Old Library building, overseeing all who work and visit the venue
- Ensure all areas are presentable and ready for the appropriate activity
- Work with the management team in adopting environmental and sustainable approaches in running the building
- Ensure that health, safety, licensing and security procedures are followed (training provided), including induction and training of staff, volunteers and practitioners
- Complete and distribute daily reports, including the reporting of any maintenance issues
- Lead in the event of anything unexpected, for example: Evacuation, first aid incident and liaison with security personnel as required
- To be a primary key holder, act as Duty Manager and respond to alarm calls when required

Customer Service

- Deliver the best possible visitor experience, finding ways to improve quality of service and experience
- Work with the Front of House and Events Manager to provide an accessible service and consider equity, inclusion and diversity values in all approaches to decision making
- Maximise every opportunity to up-sell and ensure every sales enquiry is promptly dealt with
- Promote our charitable activity and support increase donations and memberships
- Use the Spektrix booking system to best effect for ticket/event sales, fundraising and collection of customer data
- Liaise with and support practitioners, backstage/visiting company staff and other external parties as required

- Support, as needed, to ensure that all activity is well promoted, all information and signage is up to date, menus with allergens are clearly visible and that all areas are suitably presented and welcoming

Kitchen café and bars

- Work with the Front of House & Events Manager to ensure smooth running of the café bar, including menus, stock and storage
- Work with the Operations Manager to ensure the café bar runs efficiently, making the best use of the facilities and systems provided
- To use the systems in place to monitor, order and control all stock levels and oversee accurate waste recording/ waste reduction
- Support training of the Old Library team to ensure food and drink is served with a consistently high standard of presentation, service, hygiene and cleanliness at all times
- Ensure processes are followed and checks are completed to remain compliant with health and safety and food hygiene legislation and COSHH regulations (training provided)

Administration

- Support, as needed the accurate set-up of activity and merchandise on Spektrix
- Manage delegated budgets; ensuring all expenditure is in line with budgets liaising with the budget holder
- Oversee all cash handling procedures
- Comply with Data Protection/GDPR (capture/use/storage of customer data)
- Ensure clear and effective communication and administration systems are in place, inc effective communication with everyone in the organisation
- Attend various organisation meetings as required; inc supporting planning of activity for the Old Library, particularly in consideration of capacity, safety and staffing

Volunteer Management

- Recruit, train, rota and manage the team of volunteers, making sure there is confident and fully briefed team in place each day to operate the building and provide the best customer service
- Ensure all volunteers have a good knowledge of the programme
- Ensure all volunteers complete full training, with refresher training as needed, for safe and compliant service delivery
- Maintain regular communication with volunteers; ensuring stewards feel informed, trained and motivated and enabling a friendly support network
- Work with the Personnel Manager in managing the volunteer (and casual worker) team

Duty Management

- To be trained as a duty manager, able to (as required):
 - open/secure the buildings and ensure the safety of all visitors and staff on duty
 - run arrangements for all programmed activity and performances, liaise with external visitors and performers, manage flow of visitors and ensure a welcoming atmosphere for all
 - brief, motivate and manage the team on duty

- take responsibility for money handling, float counts, change orders, merchandise commission with visiting artists and settling of accounts with private/corporate hires
- lead in the evacuation of the building and be Appointed First Aider as necessary

Additional Requirements

- Demonstrate a commitment to the Corn Exchange Trust's core values
- Publicly represent the Corn Exchange Trust in a prepared and professional manner, and to maintain confidentiality as appropriate
- Support the implementation of the Trust's access, wellbeing and equity and inclusion programmes at all times
- Work evenings and weekends as necessary
- Undertake any other duties which may reasonably be requested

Please note that this is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

Person Specification

The successful candidate will:

- Have a good understanding of principles of customer service, excellent communication and a polite and confident manner
- Able to adapt to different scenarios and act calmly in potentially difficult situations and a fast-paced environment
- Be confident in using computers and systems (training to be given on specific software)
- Enjoy multi-tasking, with strong organisational ability and good time-management
- Have 2 years demonstrable experience of managing a team and/or venue, ensuring a safe and efficient public space, with health and safety understanding
- Be self-motivated and able to use own initiative
- Have a naturally positive outlook which motivates a team

Additional Benefits

- 20% discount in café and bar
- Free theatre, film and exhibition tickets for the Corn Exchange & The Base
- Free access to our small car park
- A day off for your birthday
- A day off for Wellbeing activity

We offer training to our staff members to help them develop and progress and have a strong focus on wellbeing within the organisation. There is the opportunity to join one of our staff working groups – Environmental Action, Equality & Diversity, Fundraising, and Wellbeing.