

FABRICA

Job Title	VENUE HIRE MANAGER
Hours	Part-time, 3 days per week 22.5 hours per week / 7.5 hours per day (unpaid lunch breaks) Flexible working hours, including some Saturdays.
Salary	£30,022 FTE (£18,135 per annum pro rata)
Contract type	Permanent
Ideal start date	7 July 2025
Application deadline	12pm on Monday 16 June 2025
Interview date/s	Mon 23 & Tues 24 June 2025

We are seeking a bright, confident and enthusiastic individual to join our dedicated and dynamic team at Fabrica, to deliver weddings and other landmark celebrations as part of our private hire offer, and the running of our cafe-bar, which are the most profitable aspects our business.

Working from our beautiful Grade 2* listed venue, alongside Fabrica's salaried staff, freelancers and Trustees, the Venue Hire Manager plays a key role in delivering on Fabrica's Commercial Strategy. Having a sound commercial approach, being proactive, organised, thorough and literate, and having great people skills and a passion for great service are all essential qualities for the person in this role, as well as a commitment to supporting Fabrica's charitable activities as an arts organisation.

About the role

Fabrica is an arts organisation in central Brighton based at the former Holy Trinity Chapel, a 19th century Grade 2* listed building. We have established a reputation for supporting artists to make and present new work, either as major commissions for our space, or through Making Space, our work-in-progress development programme. Alongside this we offer a wide-ranging and growing programme of gallery events, film screenings and creative activities that seek to engage the broadest possible audience in the arts.

Since 2000, commercial income has been a vital and growing proportion of Fabrica's income, principally by hiring out our lovely, unique venue for wedding parties and other private hires, as well launches, corporate Christmas parties and key cultural events such as The Great Escape. Our café-bar adds value to many of these events and is a significant aspect of Fabrica's commercial income strategy.

Since April 2023 we have become more reliant on commercial income as our main source of revenue, although overall, Fabrica's revenue comprises income from a range of sources: private hires and cafe-bar sales; income from cultural and charitable partner hires; one-off grants from Trusts & Foundations and National Lottery funding, service contracts from statutory sources; ticket sales; donations; in-kind support for our gallery and community programmes.

Hiring out our unique space for private and corporate parties also gives us a different relationship with our community, supports the local businesses that provide the services our hirers need, and means that we can enable even more people to have wonderful memories of Fabrica.

The Venue Hire Manager (VHM) ensures that the amazing people who hire our space receive a high-quality and personalized service from their very first enquiry right through to the necessary post-event admin. In 2019 Fabrica was awarded City Wedding Venue of the Year by the national Wedding Awards and in 2022, achieved a bronze award

in the Wedding Venue of the Year category in The Beautiful South Tourism Awards.

The VHM is responsible for monitoring and achieving sales targets for private hires. They are supported in this by a Venue Hire Assistant (VHA), providing two days per week admin support and a Fabrica Co-Director who works with the VHM to implement and further develop Fabrica's commercial business strategy. Fabrica's Production Manager works alongside the VHM, managing the arts partners that Fabrica regularly works with to deliver our arts programme. By pooling expertise and working together as an Events Team Fabrica caters for a huge range of private and public events that bring joy, wellbeing and culture to our city.

The VHM also oversees all aspects of Fabrica's cafe-bar operation and manages our team of freelance event staff; post-event procedures and the monthly financial reporting and data capture for the bar and private hires. It is a hands-on and active role which includes some manual labour (i.e. handling equipment and deliveries).

Fabrica is in the final year of a successful, three-year phase of financial transition from being a regularly grant-aided organisation to one being primarily funded through earned income. We are now seeking a skilled and enthusiastic individual to join our team: working with us to complete this final vital phase of our financial transition and joining us in shaping and sustaining the next stage of Fabrica's development.

Fabrica is a registered charity (1055584) and a company limited by guarantee (3185119). Fabrica is VAT registered. Profits from its commercial activities (Fabrica Enterprises Ltd) are given to the charity each year to support Fabrica's arts and creative engagement programmes.

Hours of work:

The Venue Hire Manager will be expected to work 3 days per week at Fabrica. Some homeworking is negotiable depending on the demands of the role. Regular hours and days at work can be set, however a level of flexibility is required in any given week/month depending on the needs of hirers and prospective customers, including working a 1-2 half-day Saturdays per month to ensure viewings with prospective hirers can occur and weekend events can be successfully delivered.

Reporting and line management:

The Venue Hire Manager is line managed by a named Co-Director. Management meetings occur on a monthly basis or more frequently if necessary. Staff appraisals take place on either an annual or quarterly basis.

The Venue Hire Manager line manages the Venue Hire Assistant, who works 2 days per week on a freelance basis.

The Venue Hire Manager also oversees a wider team of freelance Event Staff including Event Managers, Event Assistants, Fire Stewards, Cafe-Bar workers and Security workers.

Main duties:

The Venue Hire Manager is responsible for looking after private events, the cafe-bar operation and event staff as well as hire customers, ensuring a safe, smooth and successful delivery of all these activities.

The Venue Hire Manager is responsible for achieving private hire sales and bar sales targets, maximising profit and ensuring our private hire and cafe-bar operation is run smoothly, safely, efficiently, in line with the law and the terms of our license and that high levels of customer satisfaction are maintained.

Work with the Executive Team (Co-directors, Finance Manager and occasionally, Trustees) to understand and review annual targets and sales strategies for private hires and the cafe-bar and ensure that the most profitable options for each strand of income are adopted.

This role includes growing and maintaining key relationships with hirers, partners and our freelance team, ensuring there are positive experiences when working with Fabrica, such as feeling valued and included. A collaborative and flexible approach, and a genuine interest in supporting and achieving a shared vision, is central to the success of this

role.

Maximising profit from commercial income:

- Work within the framework of the Commercial Strategy and with the Communications Coordinator to ensure that Fabrica's commercial activities have an effective presence on the Fabrica website and across our social media channels. Implement printed materials, target blogs, publications, networks, wedding fairs, etc.
- Work with the Executive Team to understand and achieve annual targets for private hires and the cafe-bar and ensure that the most profitable options for each strand are adopted.
- Ensure event reconciliations, including attendance and financial reporting, are completed after each event so that our data is current and our running total on projected and actual income and expenditure is always up to date.
- Working with the Administrator and Finance Manager, ensure that venue hire deposits and fees are invoiced for and processed efficiently.
- Regularly review the market and our competitors, our product offer and take-up and make recommendations.
- Review suppliers at least annually for quality, reliability and Fabrica's profit line.

Achieving sales targets:

Direct and support the activities of the VHA to establish a strong sales pipeline for private hires focused on:

- Promptly responding to enquiries from potential customers by email and telephone
- Setting up appointments with potential customers and partners: showing them around the venue and discussing their requirements.
- Supporting and overseeing events as needed, including being on-site outside of office hours when weddings are taking place (Saturdays) and key events (flexible hours).
- Understanding the effectiveness of our hires marketing (by asking customers for feedback).
- Maintaining Fabrica's hire offer presence on social media.

A sample of annual private hire targets (based on previous years) would be securing and hosting:

20 wedding & civil partnership receptions

5+ Christmas parties

5+ Other Private Hires (ie birthdays, wakes, conference, location hires)

Operating the Cafe-bar for profit during most events throughout the year

Ensure events and bar look attractive and are run smoothly, efficiently, safely and legally:

- Ensure the premises license conditions are always adhered to and Fabrica's Health & Safety policies and procedures are strictly adhered to.
- Ensure all event staff are trained in terms of health and safety, fire safety and license conditions, at a level appropriate for their role
- Ensure bar stock levels are maintained and regularly inventoried

Ensure a high level of customer satisfaction is maintained:

- Train other members of the staff team to support the Venue Hire Manager in these tasks
- Ensure that any customer complaints are handled swiftly and effectively
- Regularly review contract documentation to ensure it is clear, robust and up to date
- Regularly analyse and report on enquiries, customer feedback, conversion rates and reasons for declining bookings
- Allocate an Event Manager for each event/customer, ensuring that customer service standards are maintained throughout

Personal specification:

- Dynamic and pro-active.
- Organised, literate and thorough.
- Ambitious, sales driven and solution orientated.
- An excellent team player who can manage and collaborate.
- An active listener, patient and interested in supporting a broad range of people.

- A genuine interest in arts and culture

Essential knowledge, skills and experience:

- Being able to demonstrate a sound commercial approach
- Event planning and managing schedules
- Experience in sales and customer relations
- At least 18 months' relevant experience is required, preferably in arts, culture and/or heritage
- Bar experience
- Communication – good written and verbal communication, recording figures and able to give clear instructions
- Leading a team and managing people
- Competency in IT programmes: Excel, Shopify, POS
- Social media and marketing
- Project management

Desirable skills

- Personal License.
- Commercial experience in a retail/hospitality/sales setting/s.
- Current driving license.

Salary

£15.50 per hour / £18,135 pro rata (£30,022 Gross full-time equivalent)

Additional hours will be available where Private Hire sales targets are exceeded. Freelance Event Manager work is also available.

Working days

3 days / 22.5 hours per week with some flexible working expected

Annual leave is 0.3 equivalent to 25 days annual leave per annum plus bank holidays full-time.

For instance, in 2024-25; 25 days annual leave plus 8 Bank Holidays = 33 days annual leave full time. 0.3 of this is 19.8 days annual leave.

Up to one week's hours of unspent annual leave can be carried over to the following year, with a three-month deadline to use it.

Notice and Probation

Permanent contract subject to a three-month probationary period

Minimum of two-months' notice period

Training

Fabrica provides the necessary training for this role (alcohol sales and other requirements pertaining to licensing, Health & Safety and fire evacuation procedures). Training is provided in-house and via external providers.

This role will require a Personal License which Fabrica can support your application for. Please note a Basic DBS check will be required as part of this process.

Professional development

The Venue Hire Manager will be expected to attend regular networking and learning opportunities, including professional programmes led by the Chamber of Commerce and Visit Brighton, and encouraged to seek out opportunities to develop beneficial professional relationships to further the role and Fabrica's commercial income.

Venue Hire and the Cafe-Bar operation are part of Fabrica's wider Commercial Strategy, which also includes a retail outlet (in the gallery and online), and office and workstation hires. The Co-Directors and Trustees are currently reviewing these areas of earned income and their potential for growth in the longer term. The VHM will be able to

inform this review and any development process and would be supported to access suitable training and development opportunities alongside this.

To Apply

Applications must be made by email prior to the **deadline of 12pm, Monday 16 June 2025**

Please complete the online form available on our website: (fabrica.org.uk/jobs) and attach the following:

- An application letter no longer than two sides of A4, which includes responses detailing how your skills and experience meet the person and job specification against the following criteria/headings;
 - Managing a team
 - Successful event delivery
 - Achieving targets and financial responsibilities
- A relevant CV that includes two references (or able to provide two references on request)

You will also be invited to complete an anonymous Equality and Monitoring Form (link provided on website vacancy listing)

Interviews will take place on Monday 23 and/or Tuesday 24 June 2025. Shortlisted applicants **must** be available for interview on these dates. Shortlisted applicants will be notified by 5pm on Wednesday 18 June at the latest. We will telephone to arrange an interview time.

Fabrica is a disability-inclusive employer. We welcome applications from people with disabilities, including those with neurodivergence, mental health or long-term health conditions. Please contact office@fabrica.org.uk if you need any adjustments for the recruitment process. Any information you provide will be in the strictest confidence and only used for the purpose of providing the adjustments needed. Requesting adjustments will not adversely affect the outcome of your application.

For more information on Fabrica's venue accessibility, see our website fabrica.org.uk/accessibility

If you have any further questions regarding this role, please email office@fabrica.org.uk or call 01273 778646.