



Vacancy	Centre Manager for Culture House
Salary	Starting at £34,000 with annual 10% Increase
Pension Contribution	5% per annum
Location	London
Contract Type	5-year fixed term contract
Reports	Operations Director
Hours	35 hours per week (Five Days a week)
Who are we?	The Anti-Tribalism Movement is a non-profit organisation committed to tackling tribalism and promoting fairer and more equitable societies. With over 14 years' experience of providing advocacy, support, and specialist services to tackle inequalities and promote fairer societies.
Culture House Background	

The Culture House (CH) is a bold new community-initiative which will make the heritage landscape of the UK more diverse and inclusive. It will tell the story of the British Somali community, which has put down roots in the UK over the past decades, but which remains on the fringes of the national cultural consciousness. The core activity of CH is to preserve tangible and intangible Somali cultural assets and present them to diverse publics, in the community's authentic voice. By doing this, it will illuminate their complex and varied experiences and their evolving multi-layered identities, exploring and revealing narratives of origin, displacement, migration, and adaptation.

CH has five components:

1. **Heritage displays and exhibitions:** Culture House has a large collection of heritage items, e.g., paintings, sculptures, traditional and contemporary household artefacts, working implements, ornaments, clothing, and books from

and about black communities and artefacts will be expertly preserved to withstand the rigours of life as display items.

2. **Resource space:** This space will hold resources on Somali heritage, eg. books, stamps, posters depicting facets of Somali heritage and culture.
3. **Learning space:** We will offer heritage lectures, demonstrations, workshops, readings (poetry/ prose), oral history presentations etc.
4. **Archive:** Culture House has more artefacts in its collection than it can display at one time. Non-displayed items will be preserved and stored in a physical archive.
5. **Online platform:** This will help expand reach significantly and make the heritage offering accessible to a wider public across the UK and beyond, including those who cannot physically travel to us.

Job Overview

This is an exciting opportunity for a community minded, highly organised venue manager to help to steer Culture House into the next stage of its development. The venue manager will run a motivated, efficient and highly professional front of house operation that aligns with the values and ambitions of the business. The role will ensure that Culture House provides a safe and excellent customer experience for all users of the building, both external and internal, and ensure that the artistic and commercial objectives on the business plan are embedded in the work of their team.

Main duties and responsibilities

Duty Management

1. To act as principal duty manager for the organisation including regular weekends and evenings.
2. To open the building for the public visit at agreed times, and establish and maintain security protocols for this.
3. To be visible and accessible for public and project team when acting as duty manager, and to ensure the highest standard of customer care.
4. To supervise contractors to ensure that they all work in line with the Culture House's operating procedures and legislative requirements and customer service standards.
5. To carry out fire safety and health and safety checks, evacuation training sessions both front and back of house in accordance with the Culture House's systems and procedures and to ensure a safe environment for all users.
6. To ensure that all areas of the building are clean and clear at all times and all escape routes are fully accessible.
7. To ensure the timely, effective and safe delivery of agreed desirables

Operational

1. To line manage and part time building caretaker. This includes being responsible for their recruitment, training, and appraisals and ensuring that their behaviour, conduct and appearance is appropriate at all times.

2. To ensure that the building is sufficiently and safely staffed at all times, by working with the Operations Director to develop rotas and ensure all team members are regularly briefed on duty times and responsibilities
3. To ensure clear communication within the team on day to day operational details
4. To ensure that in health and safety, fire and licensing regulations are adhered to for all events held on the premises.
5. To set up rooms and spaces for meetings and events and to ensure that at all times the building is set to the highest standards.
6. To manage the use of all spaces within Culture House, ensuring their smooth functioning.

Hires

1. To maximise incomes from Culture House hires facility and to manage the day-to-day delivery of the hires business.
2. To form part of the Culture House hires team playing a lead role in the day-to-day management of this income stream. To respond to enquiries, give tours, keep the hires database up to date, issue contracts, ensure that all billing is up to date and accurate and to be responsible for the logistical planning for all meetings and conferences including effective communication with other relevant team members.

Building Management

1. To lead on building maintenance and repairs
2. To procure and manage the programme of contractor work with the assistance of the Operations Director. This includes ensuring that regulatory inspections are up to date and in house testing is completed in a timely manner.
3. To manage the cleaning contract.
4. To ensure the security of the Culture House and its resources at all times including the management of security contracts and procedures
5. To act as an emergency key holder.
6. To ensure that at all times, Culture House maintains the highest standards of safety, presentation and cleanliness.

Health and Safety & Licensing

1. To ensure the safe day-to-day operation of the Culture House including the management of building usage, front of house staff and volunteers and contractors, in line with all appropriate legislation, policies and procedures.
2. To ensure that all policies, procedures and risk assessments are both disseminated effectively to staff and adhered to at all times.
3. To co-ordinate the induction and training in health and safety, emergency procedures and general building awareness of all Culture House staff.
4. To update existing risk assessments, policies and procedures and to assist with periodic reviews of these, under the supervision of the Operations director.

5. To maintain first aid cover amongst staff through regular training and refresher courses in order to ensure that a first aider is on duty at all times performance and that the first aid boxes are kept stocked and available.

Commercial Role

1. To work with the Operations director to develop and support the income generation of Culture house and to help implement new commercial strategies under the direction of the Operations Director.
2. To actively contribute ideas for the expansion of commercial activity and the improvement of existing commercial activities.
3. With the culture staff and volunteers to support income development and income earned from meetings and conferencing

Your skills, knowledge and experience

- At least five years' experience in a similar role
- At least three years duty / house management experience
- Substantial experience of building management, managing contractors, obtaining quotes and ensuring best value for money.
- Experience and thorough working knowledge of health and safety, fire safety and licensing.
- Experience of line managing staff and volunteers
- Experience of delivering and administering room hires and conferencing.
- Strong organisational skills
- Excellent customer service skills
- Aptitude for short- and long-term logistical planning
- Strong verbal and written communication skills.
- Interest and / or experience in commercial income generation and a head for figures.

Your qualifications

- A degree would be desirable but is not essential.
- First aid in the workplace is desirable.

Your style and behaviours

Your approach at work needs to mirror our vision and values which are:

- A passion for the Culture House programmes.
- A desire to help put Culture House on the cultural map and to set the standard for excellence in the visitor experience.
- A love for working with people and working as a manager.

The Anti-Tribalism Movement is an equal opportunity with a strong commitment to diversity and inclusion. We prohibit discrimination based on race, colour, religion, sex,

age, national origin, sexual orientation, gender identity, disability, or any other legally protected characteristics.

TO APPLY: Please email cover letter setting out why you are the right person for this role and CV to info@theatm.org by **26th April 2024**.