

**VACANCY:**

The Crichton Trust is the innovative social enterprise behind the #TheCrichton and we have a vacancy for a Venue's Manager. Do you have a passion for hospitality and for delivering exceptional customer service? Can you rise to the challenge of working with us to develop our existing venues and our team to create two of the best places in Dumfries and Galloway for food, beverage and excellent customer service. If this sounds like you then we want to hear from you.

Who are we? We are the Crichton Trust is the innovative social enterprise behind the #TheCrichton and we have a vacancy for a Venue's Manager.

**Job Title: Venue's Manager**

**Department:** Venues

**Responsible to:** Head of Venues

**Hours:** 35hrs per week on a rota basis, shifts will include weekends and some evenings

**Pay:** £25,000 to £28,000 pa – experience dependant

**The Role**

The Aim - To create a vibrant environment that consistently delivers high quality customer experiences for all customers.

- To build relationships with our customers, business tenants and other stakeholders to ensure quality experiences lead to repeat business and an awareness of the venue.
- To recruit and develop a professional Front of House Team, to lead by example, setting high standards of behaviours and expectations – and to be hands on when required.
- To work with and collaborate with other venue managers to ensure all venues at The Crichton are successful.
- Be responsible for completing staff rotas to ensure adequate coverage and control staff costs within budgets, working with the Head of Venues.
- Be aware of and control costs in all areas of the business, understanding GP% and stock control procedures.
- Work with the Catering Manager and catering teams to ensure consistency and high quality is maintained in all food produced and served.
- Working with our Digital Communications and marketing support to raise the profile of the venue.
- Create new ideas and ways to upsell, promotions and plan special events, working with the wider team to generate greater footfall, spend and profile. Working with the wider team to ensure success.
- To ensure that excellent standards of cleanliness are maintained, and the public areas are always well presented and cared for.

- Attend regular management meetings and provide performance reports to the Head of Venues
- To comply with all company rules, regulation and policies including but not limited to HR, Health and Safety and GDPR and any issues are reported and corrected
- To have input into and implementing procedures to help the Crichton Trust be Carbon Net Zero by 2030

### **Person and Job Specification**

#### **Desired**

- Possess 2 years hospitality senior leadership / management experience
- Have a professional industry qualification or be willing to work towards one
- Registered First Aider
- Personal Licence holder

#### **Essential**

- Be outgoing, friendly and professional
- Be enthusiastic, and passionate about your role
- Strong organisational and prioritisation skills
- Take ownership and leadership in your area of responsibility
- Able to multitask and work under pressure
- Manage and understand effective staff management – including rostering
- Manage and understand financial budget, targets and GP%

#### **How to apply:**

To apply for this position, please complete the application form on the website no later than 23<sup>rd</sup> June 2023 for interviews early July

To have an informal chat about joining our management team please call in the first instance.

Fiona Rands – Head of Venues  
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