



VENUE AND FACILITIES MANAGER

£35,000 - £40,000 PER ANNUM

LONDON

WHAT WE CAN OFFER YOU:

- An exceptional role within a fast growing, fun, creative, progressive company with opportunities to grow & develop, as well as to potentially work internationally in the future
- Company pension
- 30% discounts across our venues for you + 5 others
- Annual leave allowance – 28 including bank holidays.
- Birthday day off work
- Online training courses available for free (WSET/ Health & Safety etc)
- Central London work place - Close to local Transport (Bus, Tube, Overground)

WHO WE ARE:

LABYRINTH is the newly formed immersive company from the Creative Directors of Les Enfants Terribles, **Oliver Lansley** and **James Seager**, and the internationally renowned producers **Hunter Arnold** and **Gavin Kalin**. Combining the creative experience of all four company directors, **LABYRINTH** will immerse and transport audiences through in-depth storytelling, beautifully realised environments and exciting possibilities via its theatre productions, restaurants and bars.

LABYRINTH will create, develop and produce a stable of imaginative shows with their launchpad permanent venue being **LABYRINTH Waterloo** underneath Waterloo Station, beginning with the opening of **THE ROSARIUM** restaurant in April and return of the hit immersive show **ALICE ADVENTURES UNDERGROUND** alongside the **UNDERLAND** bar. Much-loved titles will encapsulate the distinctive Les Enfants Terribles' style whilst pushing the immersive genre in totally fresh ground-breaking ways, focusing on engaging audiences deeper into stories than they have ever been before. Visitors will get lost in **LABYRINTH**, with its fantastical worlds, beautiful sets and vivid yet whimsical stories.

MAIN ROLE SCOPE AND PURPOSE:

To ensure the smooth and highly effective management, maintenance and flow of the venue through professional planning, compliance, management and administration of all operational activities inline with budgets and company strategy.

Labyrinth

DINE. DRINK. DISCOVER.

The Venue and Facilities Manager is a key role for our new and exciting immersive venue located in the heart of Waterloo. The Venue Manager will oversee the set up and smooth running of the day to day venue management and facilities.

The ideal candidate for the role will have experience working in a fast paced venue environment, with complimenting departments, each with unique demands. The ideal candidate will also have a passion for keeping the venue up to the standards required of the relevant authorities, the company and the industry.

The role will usually be site based and will occasionally require work on evenings and weekends where necessary. It's an incredibly hands on job and it's important that you are adept at building great relationships as you'll be in day to day contact with different department teams and venue clients. You'll also be responsible for ensuring all shows and customer events run in line with the venue's policies on the day so it's essential you have a strong understanding of Health & Safety best practice.

To be a great fit with the team you'll be friendly, ready to really get stuck in and love being in the thick of an event. On the flip side you'll be a multitasker and an administrative whizz who can juggle multiple projects and isn't easily flustered. You'll expect to be working hours that flex with the needs of the business.

MAIN DUTIES AND RESPONSIBILITIES :

- Outline and develop venue policies in line with our Health and Safety, Fire Risk, Licensing and contractual obligations.
- Understand and implement the venue's operational best practice and ensure these standards are being upheld at all times.
- Understanding the venue's staffing and service requirements for security, cleaning, crew and stewarding.
- Develop training plans and work flows for the front of house, customer service teams and theatre crew.
- Collaborate with the landlord, local authority and neighbouring tenants as required.
- Collate and circulate venue wide health and safety information and documentation.
- Ensure the venue is secure and well maintained to reflect our high standards, and promote a positive, professional and safe environment.
- Ensure schedules and inspection dates are met on time and manage any resultant maintenance.
- Liaise with venue departments to ensure they are aware of any statutory responsibilities or practices that need to be in place.
- Ensure daily and periodic checks are carried out and filed in a data centre by the departments, to keep in line with venue policies.

Labyrinth

DINE. DRINK. DISCOVER.

- Supporting the Sales Team with advising clients regarding operational planning – including appropriate requirements for staffing and cleaning on a case by case basis.
- To assist in creating and developing processes and procedures for use internally, by suppliers and clients to ensure that planning and communication between all parties is smooth and effective.
- Collaborate with F&B and show team on requirements and ensure the customer service team is in place to deliver.
- Manage the venue maintenance, security, facilities and compliance budget, contracting agencies and service providers to carry our relevant work.
- Report to the Senior Management team regularly.

WHO YOU ARE:

- At least 3 years' experience in a similar role, ideally in a high volume events venue.
- A working knowledge of facilities management and compliance - with a focus on fire safety, M&E maintenance and F&B.
- Experience working with multiple stakeholders in a building.
- Exceptional organisational and planning skills – proven ability to handle more than one project at once.
- Experience working in public facing environments and the unique challenges of working in a venue open to the public.
- Interest in the arts and entertainment sector is ideal
- Any relevant qualifications, such as H&S, Fire training, First Aid, and COSHH
- Some experience working with local councils, specifically relating to refuse collection and licensing.
- Some experience communicating with local residents and business groups as a venue representative.
- Ideally an understanding of production and AV.
- Demonstrate a flexible approach and attitude.

HOW TO APPLY:

Please send your CV and a short Cover Letter to jobs@thisislabyrinth.com and our recruitment team will be in touch.

If you are interested in the role and would like an informal chat with a team member please do not hesitate to get in touch.

Applications close at noon on the April 10th 2023