

# Role Description

Position	
Role Title	Venue & Events Rep
Directorate	Business Development and Communications
Department	Business Development
Pay	Real Living Wage (£12.60 per hour)
Hours of Work / FTE	
Contract Type	Student
Reports To	Head of Business Development

## Principal Duties and Responsibilities

1. To represent LBSU to live music event promoters, ensuring all needs are met during an event day and that financial settlements are approved by promoters.
2. To represent LBSU to other external clients hiring any spaces, such as clothing & poster sales, and other brand activations.
3. To undertake administrative duties connected to commercial activities at LBSU.

## Key Tasks

- Greeting commercial clients on arrival – including live music promoters, clothing/poster fair traders, and brand representatives.
- Troubleshooting any issues commercial clients may experience whilst on site – such as connecting to the Wi-Fi, parking arrangements, organising towels & ice buckets.
- Escalating any issues where appropriate to the Head of Business Development.
- Providing customer service to event attendees – e.g. customers who attend live events at LBSU.
- Running the box office for live events.
- Providing financial settlements to live events promoters.
- Undertaking administrative duties connected to commercial activities at LBSU – such as ensuring pre-arrival information is up to date, raising invoice requests, and responding to any email correspondence.

## Common Requirements for all Roles

- Play an active part in delivering key LBSU projects and events as directed.
- Perform other duties, commensurate with the grade and remit of the role.
- Have a commitment to your own and others' development and a willingness to undertake relevant training opportunities.
- Undertake Health and Safety duties and responsibilities appropriate to the post, always considering your own and others' health and safety.

- Work within the framework of the Union's Policies, Articles and Byelaws, ensuring that your work furthers the Union's core values and objectives.
- Act as a role model and create an environment which ensures all employees, visitors and contractors are treated fairly and with respect and professionalism.
- Embed sustainability into your working activities wherever possible.

<b>Person Specification</b>	
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer or client facing role.</li> <li>• Experience of working in a commercial setting, or in the night-time economy.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Knowledge or experience of the live music sector and how it operates.</li> </ul>
<b>ABILITIES &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills, with the ability to adapt these for different audiences. (Such as students or commercial clients)</li> <li>• Ability to work with Microsoft Excel, using basic financial formulas (such as =SUM(E3:E6))</li> <li>• Ability to work under pressure and remain professional in difficult situations.</li> </ul>
<b>VALUES &amp; BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• A flexible, positive, and solution-focused attitude</li> <li>• Commitment to Leeds Beckett Students' Union's Mission, Vision and Values</li> <li>• Commitment to working as a proactive member of a team</li> <li>• Respect for the principles of client confidentiality</li> <li>• Commitment to the creation of an environment that promotes equality of opportunity whilst recognising and valuing diversity</li> <li>• Commitment to excellent standards of customer care</li> <li>• Commitment to work in a student-led, democratic environment</li> </ul>