

BORD GÁIS ENERGY THEATRE

JOB DESCRIPTION



JOB TITLE	OFFICE MANAGER & PA TO GENERAL MANAGER
VENUE	BORD GÁIS ENERGY THEATRE – FULLY ONSITE
REPORT TO	GENERAL MANAGER

DUTIES

OFFICE MANAGER	PA TO GENERAL MANAGER
<ul style="list-style-type: none">– Be an ambassador for BGET by providing a welcoming atmosphere and hospitality for colleagues and visitors.– Customer Service: first point of contact, monitoring and answering customers queries via phones and e-mail.– Ticket inventory management and sales reporting– Visitor management: coordinating welcome materials, hospitality, monitoring Stage Door access.– Promoter liaison: reporting, visa letters etc.– Sponsor Liaison and Partnership Support: set up sponsor events, track sponsor benefits and maintain records.– Ticketmaster Liaison: resolve ticketing issues and requests.– Oversee daily office functions: phones, mailboxes and automated messages, email, post, consumables.– Manage the smooth running of all offices, canteens, and green room facilities.– Provide meetings support and minuting as required.– Manage supplier procurement and negotiation e.g. photocopier, stationery, franking, couriers, dry cleaners.– Health and Safety: maintain incident logs and reports.– Manage lost property and arrange customer collections.– Charity request monitoring and logging.– Management of House Seats.– Calendar coordination.	<ul style="list-style-type: none">– Report to the General Manager (GM) on event inventory, ticket sales and appropriate management of same.– Liaise with the GM to co-ordinate plans and schedules including diary management support as appropriate.– Organising and booking travel and accommodation.– Planning, coordinating, and organising special and internal events, as instructed by the GM.– From time to time, undertaking research tasks and undertaking other tasks to support the GM.– Key stakeholder relationship management.– Greet visitors and coordinate refreshments, meeting spaces, and hospitality needs.– Taking phone calls and general enquiries for the GM, referring or dealing with them directly where possible.– Managing and processing credit card and expenses and tracking purchases and receipts.

PERSON SPECIFICATION

ESSENTIAL ATTRIBUTES

- Ambitious, enthusiastic, and dedicated to achieving high standards in all aspects of your work.
- Excellent written, numerical and verbal communication.
- Dedicated to providing exceptional customer service.
- Take care in providing a comfortable, welcoming, and safe environment for all venue personnel and visitors.
- Be confident, charismatic, and discreet, consistently maintaining professionalism in all situations.
- Be able to build and maintain productive relationships with customers, colleagues, and key stakeholders.
- Strong desire to engage with the team and the broader business, showing natural curiosity about the working environment and a genuine interest in understanding the needs of colleagues and the wider theatre.
- Be well organised with time and resources.
- Work both independently and as part of a team, stay focused and deliver on time.
- Driven attitude towards productivity of the venue and the overall business.
- Understand and follow company Policy and Procedure for all aspects of your role.
- Be insightful and able to think rationally about problems and deliver practical and pragmatic solutions.

DESIRABLE ATTRIBUTES

- Ideally two years' experience working in a similar office environment or role.
- The ideal candidate will have a keen interest in the arts and musical theatre.