



## JOB DESCRIPTION: VENUE & EVENTS OFFICER

<b>Hours:</b>	Full-time, 39hrs per week
<b>Salary:</b>	€26,161.20 per annum
<b>Reporting To:</b>	Operations and Development Manager
<b>Direct Reports:</b>	None
<b>Supported By:</b>	Reception Staff, Finance Manager
<b>Term:</b>	Permanent, full-time contract.
<b>Starting Date:</b>	ASAP
<b>Application Deadline:</b>	Thursday, 1 December at 12 pm (noon)
<b>Interview Date:</b>	Friday, 9 December 2022
<b>Required Criteria:</b>	The successful candidate for this role must be in receipt of a payment from the Department Of Social Protection at commencement of the role.

### Overview

Founded in 1997, Outhouse is the LGBT+ community resource centre in Dublin. Our vision is of a vibrant and safe space for LGBT+ people, groups, and organisations that are inclusive of the diversity of our communities.

Our mission is to provide a safe space that facilitates and encourages the growth of services and supports the LGBT+ communities.

In all of our work, we are guided by community, equality, and partnership principles.

Before the pandemic approximately 55,000 people per year access our services that include; a drop-in service; sexual health drop-in clinic; personal development courses; peer support groups; a community café; Ireland's only queer library & theatre; office & multi-purpose meeting rooms for hire; information, referral & support services; outreach & training; activities & events.

The Venue and Events Coordinator role is an exciting opportunity at the coalface of supporting a wide range of LGBT+ activists, groups, and organisations in accessing the centre. The role is of critical importance to Outhouse and its ability to generate revenue from office and venue hire.

Moreover, the role plays a strategic role in shaping and supporting the running of a suite of special events throughout the year which engage the LGBT+ community in the centre and further Outhouse's mission.

## Key Responsibilities and Duties

### Venue Hire

- To act as the first point of contact for all bookings, venue hire, and office rental queries.
- To provide quotations to potential customers in line with agreed pricing strategies.
- To administer all bookings and hire in the centre. This will include:
  - Recording of bookings in the venue log book.
  - Administration of booking forms, requests for catering, use of alcohol, insurance, room set up and tear down.
  - Issuing contracts to customers as necessary.
  - Raising invoices for room hire, office rental, PO box rental, locker rental, and catering.
  - Debtor control, ensuring that customers pay invoices within agreed terms and follow up where necessary to secure prompt payment.
- To coordinate the logistics of all bookings in the centre. This will include:
  - Understanding the requirements of each event through liaising with the customer.
  - Ensuring, and when necessary preparing, rooms for bookings in accordance with the needs of the customer.
  - To ensure that rooms, and technical equipment therein, are maintained in good working order at all times, and to coordinate repairs and maintenance as necessary.
  - To ensure that rooms are left in a clean and tidy condition following use.
  - Liaise with reception staff and café with respect to bookings in the event and support require with regard to setup, tear down, and catering.

### Event Management

- To support the Operations & Development Manager in planning and staging the delivery of a suite of special events throughout the year

which engage the LGBT+ community in the centre and further Outhouse's mission.

- To understand the requirements for each event and to plan the events with attention to financial and time constraints.
- To research the required vendors and choose the best combination of quality and cost, negotiating with vendors to achieve the most favourable terms.
- Manage all event operations (preparing the venue, coordinating necessary logistics, ensuring that each event has an event management plan with clear responsibilities assigned).
- Planning for potential scenarios that could impact the integrity of the event and addressing potential problems as and when they arise.
- To provide logistical, administrative, and technical support (ICT, sound, and lighting) to events and bookings as required.

### **Other Duties**

- To provide cover for reception, information, and signposting as necessary.
- Preparation and maintenance of venue related statistics (footfall, venue hire, revenue etc)
- Any other duties that may be requires from time to time.

### **Note**

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

## Functional Competencies

### Essential

Excellent attention to detail

Clear understanding of working with diverse communities and individuals

Ability to review, analyse, and present financial reports

Time management and a proven capacity for forward planning

### Desirable

A qualification in a relevant field or direct experience of working in event management

Knowledge and experience of both sound and lighting engineering

Experience using the Sage Accounting Package

High levels of initiative and ability to work without direct supervision

## Behavioural Competencies

### Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Thinks broadly around the main issues affecting the organisation, the LGBT+ sector, and the LGBT+ community.
- Has service-specific knowledge that can inform, advise, and guide team members and other stakeholders.
- Keeps up-to-date with current developments.

### Communication and Interpersonal Skills

Speaks and writes clearly, fluently and effectively to both individuals and groups; communicates in a manner that will persuade, convince and influence others to motivate, inspire or encourage them to follow a particular course of action.

- Uses appropriate, clear, and concise language (written and verbal) to express complex matters in a manner that is easily understood.
- Appears and sounds confident, makes an immediate positive and professional impression.
- Effectively transfers thoughts, ideas, and opinions verbally to individuals or groups.
- Able to influence within the scope of the role - uses various methods to influence others, e.g., explains benefits and gives background information.
- Produces factual and concise written reports, minutes, and correspondence of high quality.

## Results Driven and Accountable

Focuses on delivering results; always concerned with achieving or surpassing goals and/or recognised standards of performance.

- Where appropriate, monitors progress on tasks; sets objectives and reviews realistic targets and goals for the team.
- Motivates self and the team to translate ideas into actions to achieve/ surpass expectations.
- Puts processes in place to ensure results can be achieved.
- Actively seeks to understand reasons for obstacles and to find ways to overcome them.

## Person-Centered

Demonstrates eagerness to understand service user's needs. Views the service user as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Ensures services and service developments are service user-centric.
- Plans ahead to meet the needs of service users as part of the resource/ business planning process.
- Acts as a role model to the team in developing a service user-centric model across the team.
- Takes responsibility for ensuring that improvements are actioned and have the desired effect.
- Manages stakeholders' expectations, being realistic about the potential outcome - balances stakeholder needs with organisational needs.

## **Teamwork**

Has the ability and desires to work cooperatively with others, collaborating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos. Willing to participate as a member of the team.

- Treats others fairly and respectfully.
- Maintains good working relationships with colleagues by being honest, reliable, and dependable.
- Expresses own opinion while remaining factual and respectful of other team members' perspectives.
- Support team goals, follow team processes, and contribute to team decision-making.
- Encourages other team members by recognising their contribution.
- Regularly volunteers and participates in activities.

## **Flexibility and Adaptability**

Works effectively within various situations with individuals or groups. Adapts one's approach as the requirements of a situation change; adjusts tasks and priorities when necessary. Accepts that changes in one's role may be required from time to time.

- Supports others during change.
- Foresees and plans for obstacles faced by or within the team.
- Shifts strategy or approach in response to the demands of a situation.
- Implements new approaches and initiatives when necessary to meet new standards and adapts easily to new ways of doing things to improve operations performance.

## **Attention to Detail**

Is thorough and precise when accomplishing a task showing concern for all aspects of the job, developing detailed plans, and accurately checking processes and tasks.

- Understands the need for close attention to detail in delivering a quality service.
- Provides information on a timely basis.
- Double-checks the accuracy of information.
- Ensures all work is delivered to an acceptable level of quality.

## Key Relationships

Internal	External
Reception Staff Café Staff Volunteers Operations and Development Manager CEO	LGBT+ Community Groups Customers

## Overview of Practical Arrangements

### Hours and place of work

Full-time, 39 hours per week, Monday – Saturday. The nature of the organisation's operations and this post requires significant flexibility in the hours of work and will require significant weekend and evening work. It is anticipated that the majority of working hours will fall in a pattern starting at 1pm and finishing at 9pm eventually spread over Tuesday - Saturday.

### Holidays

In addition to the usual public holidays, the annual leave for this position is 21 days per annum (pro-rata).

### The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

### Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

### Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

### Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> of May 2019, replacing the existing data protection framework under

the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to [privacy@outhouse.ie](mailto:privacy@outhouse.ie), ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidates data held by Outhouse.

### **Shortlisting**

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

### **Other Important Information**

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel, and no future offers of appointment will be made.

## Submitting an Application

Please submit a completed application form before the **deadline for application on Thursday 1 December 2022 at 12 pm (noon).**

Applications should be submitted by email to [vacancies@outhouse.ie](mailto:vacancies@outhouse.ie)

We will inform candidates who have been successfully shortlisted by close of business on XXXXX. We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. We kindly request that you do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur on Friday 9 December 2022 at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on this date, please state so clearly on your application form.

**Candidates should note that canvassing will disqualify them.**

## Funding

This project is supported by the Department of Rural and Community Development and Pobal through the Community Services Programme.



Rialtas na hÉireann  
Government of Ireland



pobal

government supporting communities