



The Tin Music and Arts

Job Information Pack

Shift Manager



The Coal Vaults, Canal Basin

November 2022

Role:	Shift Manager
Department:	Venue
Reports to:	Venue Manager
Contract Type:	Part-time, permanent contract
Pay:	£10.50 per hour rising to £11.40 in April 2023
Working hours:	Various – at least 15 hrs per week. Responsibilities of the role require work outside of “normal” working hours, including evenings and weekends depending on programme of events. Schedule will be arranged two weeks in advance.
Location:	The Coal Vaults/Units 1-4, Canal Basin, Coventry CV1 4LY
Start date:	As soon as possible.

The Tin Music and Arts – The Organisation and this Role

The Tin Music and Arts is a charity (Registered Charity No. 1152636) that runs a well-respected community arts centre in Coventry's historic Canal Basin. We are generally known as "The Tin" and our core focus is on live music with a strong commitment to nurturing performance talent and technical excellence but we welcome a wide range of other art forms into our spaces. We have a strong reputation for innovative programming and for working with partners on initiatives to achieve their objectives that resonate with our own, for example to enrich music education for pupils in Coventry's schools, to boost the mental health of local people, and to provide opportunities for disadvantaged groups to access arts and cultural activities.

As well as delivering cultural events and activities we hire out our spaces for parties, weddings and other commercial or charity purposes: these are essential for the sustainable funding of our core charitable activities.

This is an exciting time for the Tin as our spaces have recently been refurbished to provide much improved facilities and create an increased capacity. We are looking forward to a major re-launch and are in the process of building our team to be able to offer the very best experiences for everyone coming into our spaces.

We have two key spaces: our venue, the iconic Coal Vaults, and our Community Space.

We are looking for another shift manager to manage the bar and events at the Coal Vaults or, occasionally, activities delivered by the Tin in other relevant spaces.

Our Venue – The Coal Vaults

The Coal Vaults is an iconic piece of underground architecture built in the eighteenth century to store coal. The building was repurposed in 1999 as a restaurant but following a long period of disuse it has been a much-loved music venue and community arts centre since 2006. It came under the control of The Tin Music and Arts charity in August 2013.

The venue is entered through the right-hand arch as you approach. The first part you see is the bar and you reach the performance space as you turn into the other arched space. The stage is on your right with the sound booth on your left. The Green Room is at the back of the area as are the toilets.

The capacities are: -

- Approximately 150 standing and 75 seated



Bar – The Coal Vaults

The bar is one of our main sources of income and is an integral part of the customer experience for events and for private bookings. There is no cellar so we currently only serve bottled beers and ciders plus the usual wines, spirits, and bottled or gas-dispensed soft drinks.

The bar currently only opens when the venue is being used for an event or activity. We are working towards being a cash-less operation.

Accessibility

We are proud to be one of Attitude is Everything's Bronze Charter venues meaning we are recognised to be an accessible venue which adheres to their Charter of Best Practice.

Past performers include –

Amber Arcades, Andy Shauf, Bambara, Big Joanie, Colin Stetson, Comet is Coming, Crack Cloud, Courtney Marie Andrews, Daniel Romano, Hannah Peel, Imperial Wax, Jeffrey Lewis, Joan as Police Woman, NOV31, Pick A Piper, Penelope Isles, Porridge Radio, Roddy Woomble (Idlewild), She Drew The Gun, The Utopia Strong, The Howl and the Hum, Tiffany, Yama Warashi + many more.

Job Description

Shift Manager - Key Responsibilities

In Summary – To support the Venue Manager in providing a venue that is welcoming and safe for our community of visitors whether they are performing, attending an event, taking part in an activity, or just enjoying a drink in our bar.

- To shift manage the bar at our events and, as a key-holder, opening and closing the venue.
- To be a qualified First Aider and Fire Marshall on behalf of the organisation.
- To act as a venue 'rep', welcoming and supporting the needs of visiting performing artists and promoters and sometimes organising artist riders.
- Handling cash, credit and debit card transactions, ensuring charges are accurate and returning correct change to guests. Supporting other bar staff to do the same.
- Cashing up - balancing the cash register and reporting at the end of a shift.
- To supervise all staff including bar staff and event staff on shift.
- Keeping a well-stocked bar with an adequate supply of beer, wine, spirits, mixers, ice etc.
- To ensure the implementation/application of the Tin's policies and procedures, particularly the Inclusion and Equity Policy.
- To abide by and promote the Tin's health and safety policy and comply with emergency and safety procedures.
- To deputise for other members of the management team, where necessary, and carry out any other reasonable duties in line with the post as may be required from time to time.

Person Specification

About you

This role requires an understanding of grassroots music and other art forms or a willingness to learn more about the genres we promote. More important is a sound knowledge of good practice in event management.

We are looking for someone who has:

- Good numerical skills and experience of reporting.
- Excellent spoken English.
- Exceptional organisational and time management skills.
- An ability to multitask and remain calm in stressful situations.
- Exceptional interpersonal and communication skills, must be able to read peoples body language and engage professionally and appropriately.
- Sound knowledge of safety measures and risk management.
- Willingness to periodically work long hours and on weekends and holidays.

No formal qualifications are required but good numeracy and communication skills are essential.

Working Arrangements and Conditions

Hours:	At least 15hrs per week worked flexibly according to events schedule.
Flexibility	The Tin would seek to be flexible about working arrangements wherever possible.
Pay:	£10.50 per hour rising to £11.40 in April 2023
Holiday:	28 days per year - calculated on a pro-rata basis for part-time employees.
Pension:	The Tin complies with the relevant legal requirements and currently is contracted with NEST (the National Employment Savings Trust) pension scheme.
Sick Pay:	The Tin complies with the governments statutory sick pay (SSP)



How to Apply

We want you to have the opportunity to really tell us about yourself and explain to us why this position is right for you in whatever way feels most appropriate to you. All applications will be judged on content not on format.

The Tin's Inclusion and Equity Policy sets out our commitment to the promotion of inclusion and equity in all aspects of The Tin Music and Arts. This goes beyond the legal duty and we are committed to taking all steps possible to ensure that all disadvantaged groups feel included, safe, and respected in any contact with our organization, our trustees, or our staff. We will work to ensure that our Board, our staff, and our activities are as inclusive as possible and seen to be so. The use of the term "Equity" demonstrates a commitment to fairness rather than an "equality of opportunity". These principles will be applied throughout the recruitment process and are integral to the Tin's on-going approach to managing and engaging with all members of the team.

Option 1: Fill out the Tin Music and Arts application form available to download from the charity's website <https://thetinmusicandarts.org.uk/about-work-with-us>

Option 2: Send one of the following, alongside a basic CV:

- A personal statement (500 words max)
- Presentation - Keynote or PowerPoint
- Short video or sound file (5 minutes max)

All applications should address the following subjects and questions: -

- Tell us a little about yourself and why this position interests you.
- Tell us what experiences you have had that mean you meet the person specification and have the abilities needed to deliver the job description, include practical examples
- What would you be bringing to this role?
- Do you have any qualifications you want to tell us about?

To apply for the post please send a completed equal opportunity monitoring form along with your application.

If you are applying in writing, please send your application via email along with your equal opportunities form to sarah@thetinmusicandarts.org.uk with Shift Manager Application in the subject line.

You can upload a video or sound file with your equal opportunities form and CV to us using the We Transfer service <https://wetransfer.com/> – when using this service please send your file to sarah@thetinmusicandarts.org.uk with Shift Manager Application in the subject line.

If you require any reasonable adjustments to this process, please let us know as we are more than happy to adapt how we recruit for people who might have disabilities or who are neurodiverse.
(sarah@thetinmusicandarts.org.uk)

Alternatively, you may post your application to:

The Tin Music and Arts, Units 1 - 4, The Canal Basin, CV1 4LY