Job Description and Employee Specification

Event Supervisor

(Performing Arts Venues)

Education & Families

Service:	Education & Families
Division:	Active & Creative Communities
Job Title:	Event Supervisor (Performing Arts Venues)
Responsible to:	Programming and Events Manager
Grade	NLC7
Conditions of Service	
Date of last review:	October 2026

Job Outline

The Event Supervisor reports directly to the Programming and Events Manager to support the Front of House and event planning operation Airdrie Town Hall and Bellshill Cultural Centre.

Main Duties and Responsibilities

1. To assist with staff rotation plans for Venue Attendants, Front of House and Bar staff at all Performing Arts Venues Events;

2. To take part in client meetings to establish client needs and offer specialised advice in relation to events within the facility booked and completing Event Notes so the wider team are aware of the plans;

3. Prepare Event Checklists for events, ensuring the correct deployment and the established Health and Safety measures are covered within the document;

4. Assist with ensuring stock levels of bar and other merchandise are adequate for the events that are scheduled to take place and assist to manage stock where required;

5. Effectively manage the Event briefing prior to doors being open to the public, allocation of responsibilities and deployment of the Front of House team and external Stewarding staff to meet the specific requirements of each event;

6. Act as Emergency Control Officer in the event of an emergency evacuation. Carrying out the duties of the Emergency Control Officer set out in each venues' fire & bomb threat evacuation procedure to manage the evacuation, including liaising with Emergency Services as appropriate;

7. Supervise the deployment of staff providing crowd management and ensure safety of members of the public attending events within Performing Arts Venues. For example – supervision of ticketing inspection, maintenance of clear evacuation routes and effective use of other Venues procedures relating to consumption of alcohol, photography and video etc;

8. Supervising the security of building as required;

9. Provide excellent Customer Care, being final point of contact for customer queries and complaints during events in line with the Venues Customer Complaint procedures;

10. Act as main Venues representative with clients, hirers and show touring/promoter representatives;

11. Supervising the selling of tickets via Computerised Box Office System and following cash reconciliation procedures at the closing of the event box office;

12. Supervise the selling of merchandise by Front of House staff and liaising with promoter/tour manager to secure merchandise commission and paperwork as required;

13. Supervise post-event assistance such as any seating plan alterations and cleaning the hall of debris left by audience, ensuring the building is clear of public;

14. Collate, verify and authorise post event reports accurately, such as time sheets and event checklists for event staff in line with Venues' procedures

15. Any other duties deemed necessary by manager.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

SPECIFICATION	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS/TRAINING • National 5 / Standard Grade or equivalent in Maths and English • Personal Licence Holder	X	 X	Verification/Application Form/Interview
WORK EXPERIENCE • At least 3 years previous experience within a similar environment. • Experience of supervising staff • Experience of security of premises • Experience of providing excellent customer service • Experience of handling cash/payments. • Event Management experience	 X X X X X	 X	Application Form/Interview
KNOWLEDGE/SKILL/ABILITY			

• Ability to deal with difficult customer interactions • Excellent customer service skills • Ability to follow instructions and event protocols • Ability to meet deadlines in a pressurised environment • Working knowledge of computer systems with ability to record accurate information • Knowledge of health and safety requirements and matters • Knowledge of Events / Theatre	X X X X X X	X	Application Form/Interview
PERSONAL QUALITIES/ATTRIBUTES • Physically fit for the demands of the role • Approachable and calm demeanour • Ability to remain calm under pressure	X X X		Application Form/Interview
OTHER • Interest in Theatre/Arts based events • Full Driving License	X	X	Application Form/Interview