

We are ASM Global, and we host breath-taking live events at our venues around the globe. Our impressive network of over 350 Stadiums, Arenas, Conference Centres and Theatres has welcomed some of the World's most exciting Music Artists and Sporting Events. Our vision is to connect the world through inspiration, innovation, and imagination to realise the potential of the spaces and places that bring people together.

### **About Bridgewater Hall**

Located in the heart of Manchester, The Bridgewater Hall is a distinguished cultural venue hosting over 300 performances annually, ranging from classical music and rock to pop, spoken word events, and a dynamic learning program. Our iconic building also serves as a premier location for conferences, meetings, and a variety of other events.

### **Role Overview**

As our Assistant House Manager, you will be responsible for providing operational and administrative support for our House department. You will be accountable for preparation of the venue for use by promoters and the public and play a key role in the provision of world class customer service, both individually and through the training and development of stewards and volunteers. The role will also involve acting as duty manager for events occasionally.

### **What We Can Offer**

You will work hard at ASM, but you will be rewarded with lots of time to relax and rest with **25 days of annual leave**.

We understand that you have a life outside of work and want to ensure that your loved ones will always be taken care of whilst you're contributing to our success with our **Life Assurance policy**.

Have a dental bill? Need to book a counselling session? Or even help with Physio costs? With the support of **Healthshield**, ASM will help with these unexpected costs for you and any children.

We understand that occasionally you might need some support to feel your best, so we have teamed up with **Axa Health** to provide our people with an **Employee Assistance Programme (EAP)** to support mental health in the workplace.

We are visionaries: both physically and metaphorically! When you join ASM you will be entitled to **eye care vouchers** and a contribution towards any glasses you require.

### **Key Responsibilities:**

- Supervise the stewards and volunteers during events. This would include:
  - Direct Supervision
  - Mentoring
- Assist the House Management Team with staff training and development.
- Prepare front and back of house areas to the specified standards for all events.
- Organise staff duty lists and to assign their positions within The Hall, and to record this on the duty list rota.
- Assist in arranging staff cover, including the creation of casual staff rosters using Human force.
- Assist in the management of the foyer space during events.

- Act as a Duty Manager on lower capacity events when required.
- Provide administrative and operational support to the department as part of the House Management Team and Duty Manager Team including cashing up, change requests etc.
- Ensure all documentation is completed in accordance with the Health and Safety policy and premises licence.
- Promote and provide excellent customer service to patrons and internal/external clients.
- To be responsible for ordering and stock control; this would include Ice Cream, First Aid Supplies and Uniform.

**Key Skills and Experience:**

- Previous supervisor experience in a fast-paced Retail, Hospitality or Events business
- Customer Service experience – Essential.
- Cash handling experience – Essential.
- IT skills: experience of using Microsoft works applications including Word, Excel and PowerPoint – Essential.
- Excellent administrative skills and meticulous attention to detail – Essential.
- Excellent interpersonal and people management skills with an emphasis on building and sustaining strong working relationships– Essential.
- Strong awareness of H&S legislation and procedures.

At ASM Global, we are committed to leading the entertainment industry towards a greener, faster, and more innovative digital future. There's never been a better time to join our team. We aim to be an inclusive organisation, trusted, and admired by our colleagues, customers, and suppliers. Join us and make a significant impact from day one.

We are committed to active inclusion, diversity, and equal opportunities. This commitment begins with our recruitment and selection process. We welcome discussions about flexible working arrangements.

If you need reasonable adjustments at any stage of our recruitment process, please let us know in your application. We provide a fair and transparent assessment process and will do our utmost to accommodate your needs.

*If you are interested in applying, we encourage you to submit your application as soon as possible to ensure it is considered. We will continue to review applications on a rolling basis and may close the advert before the closing date.*