

## Job Posting: Venues Manager

- Compensation:** \$58,000-\$62,000/annum commensurate with experience and qualifications plus a competitive benefit package, including a bonus paid vacation week at Winter Break, RRSP matching, Extended Health, Dental Health Spending Account, and Personal Wellness Days.
- Hours:** Full-time position.
- Application Deadline:** Applications will be open until a suitable candidate is found and will be reviewed as they are submitted.
- Start Date:** February 2025.
- To Apply:** Submit a cover letter and resume to:  
Mhiran Faraday, Director of Events, Partnerships, and Rentals  
[events.director@vcm.bc.ca](mailto:events.director@vcm.bc.ca)

Located on the Ləkʷəŋən traditional territory, known today as the Songhees, Esquimalt, WSÁNEĆ (Tsartlip, Tseycum, and Tsawout) and Scia'new (Beecher Bay) Nations, the Victoria Conservatory of Music identifies equity, diversity, inclusion, accessibility, and reconciliation among its guiding ideals, and encourages applications from candidates of all identities and backgrounds.

### Overview

Reporting to the Director of Events, Partnerships, and Rentals, the Venues Manager is responsible for the planning, communication, and execution of events in the Victoria Conservatory of Music's venues.

### Key Responsibilities

#### Venue Management

- Manage venue bookings (internal and external events) in our booking system, including Alix Goolden Performance Hall (AGPH), Wood Hall, and Metro Studio as well as ancillary spaces as required.
- Manage client reconciliations, invoicing, and billing in with Finance.
- Liaise with Facilities team for scheduling and facilities details in relation to venue/event bookings.
- Liaise with Facilities team for ongoing equipment and facility requirements and maintenance.
- Maintain up to date rental, box office, and rates package for distribution.
- Provide rental information and quotes for prospective clients as required.
- Support Conservatory departments with reporting as required.
- Manage all logistics and maintenance for performance venues and event related needs.
- Act as a resource to Conservatory Artistic Directors and Department Heads for venue and event related needs.
- Manage social media accounts for Alix Goolden Performance Hall in conjunction with Marketing.

#### Box Office

- Build and manage events in the Conservatory's Box Office software.
- Manage patron communications through the Box Office email inbox.
- Train and support Front Desk and Front of House staff in Box Office sales.
- Manage and maintain mobile Box Office equipment (scanners, iPad, printers etc.) in conjunction with the Facilities IT manager.
- Manage the Box Office software in conjunction with the Facilities IT manager.

### Event Management

- Schedule and train House/Stage Manager and Front of House staff.
- Assess event production requirements and schedule production staff as required.
- Liaise with Marketing to ensure accuracy of event related website and social media detail.
- Efficient, detailed communication with internal and external clients to ensure accurate assessment of event needs.
- Ensure event details are thorough and up to date in the Conservatory's booking software including equipment, schedules, house counts, etc.
- Create and distribute event advance documents to all relevant departments and event staff.
- Be present as required for events in a supervisory and/or support role and, at times, act as House/Stage Manager and/or FOH Coordinator roles.
- Ensure accurate execution of event and advance details and logistics throughout event.

### Volunteer Management

- Recruit, schedule, and train venue volunteers.
- Manage Volunteer email (venue and special event volunteers).
- Track volunteer hours.

### Qualifications and Requirements

- Extremely organized with a strong attention to detail.
- Ability to communicate effectively and respectfully with a range of people from different backgrounds.
- Information distiller with the ability to recognize, curate, assess, organize, and communicate relevant information.
- Strong work ethic, combining energy and stamina.
- Comfortable with learning and using multiple software platforms. Experience with Showpass (ticketing software), Universus/BookKing (booking software), and/or ActiveNet (booking software) considered an asset.
- Strong background in Arts Administration, Technical Production, Box Office, Front of House, Stage Management, and/or Event Production.
- Passion for the arts and commitment to the goals and values of the Conservatory.
- Understanding of and commitment to creating a work environment that is inclusive, diverse, equitable, and accessible.
- Experience working successfully and collaboratively with volunteers and staff.
- Ability to work towards objectives, establish clear directives, meet deadlines, and manage multiple priorities.
- High level of professionalism with good judgement and discretion.

**Hours:** Full-time position

**Compensation:** \$58,000-\$62,000/annum commensurate with experience and qualifications plus a competitive benefit package, including a bonus paid vacation week at Winter Break, RRSP matching, Extended Health, Dental Health Spending Account, and Personal Wellness Days.

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##### Overview

Reporting to the Director of Events, Partnerships, and Rentals, the Venues Manager is responsible for the planning, communication, and execution of events in the Victoria Conservatory of Music's venues.

##### Key Responsibilities

Venue Management:

- Manage venue bookings (internal & external events) in our booking system, including Alix Goolden Performance Hall (AGPH), Wood Hall, and Metro Studio as well as ancillary spaces as required.
- Manage client reconciliations, invoicing, and billing in with Finance.
- Liaise with Facilities team for scheduling and facilities details in relation to venue/event bookings.
- Liaise with Facilities team for ongoing equipment and facility requirements and maintenance.
- Maintain up to date rental, box office, and rates package for distribution.
- Provide rental information and quotes for prospective clients as required.
- Support VCM departments with reporting as required.
- Manage all logistics and maintenance for performance venues and event related needs.
- Act as a resource to VCM Artistic Directors and Department Heads for venue and event related needs.
- Manage social media accounts for Alix Goolden Performance Hall in conjunction with Marketing.

Box Office:

- Build and manage events in VCM's Box Office software.
- Manage patron communications through the Box Office email inbox.

- Train and support Front Desk and FOH staff in Box Office sales.

- Manage and maintain mobile Box Office equipment (scanners, iPad, printers etc) in conjunction with the Facilities IT manager.

- Manage the Box Office software in conjunction with the Facilities IT manager.

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Event Management:

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- Schedule and train House/Stage Manager and Front of House staff.

- Assess event production requirements and schedule production staff as required.

- Liaise with Marketing to ensure accuracy of event related website and social media detail.

- Efficient, detailed communication with internal and external clients to ensure accurate assessment of event needs.

- Ensure event details are thorough and up to date in VCM's booking software including equipment, schedules, house counts, etc.

- Create and distribute event advance documents to all relevant departments and event staff.

- Be present as required for events in a supervisory and/or support role and, at times, act as House/Stage Manager and/or FOH Coordinator roles.

- Ensure accurate execution of event and advance details and logistics throughout event.

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Volunteer Management:

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- Recruit, schedule, and train venue volunteers.

- Manage Volunteer email (venue and special event volunteers).

- Track volunteer hours.

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General:

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- With the Director of Events, Partnerships, and Rentals, contribute to the visioning of the strategic direction of Events and Presentations at VCM.

- Contribute to the creation of event related policy and implement and adhere to same.

- Act as an ambassador for VCM/AGPH at public events.

- Other duties as required.

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## Qualifications and Requirements

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- Ability to communicate effectively and respectfully with a range of people from different backgrounds.

- Information distiller with the ability to recognize, curate, assess, organize, and communicate relevant information.

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VICTORIA  
CONSERVATORY  
OF MUSIC

<li>Strong background in Arts Administration, Technical Production, Box Office, Front of House, Stage Management, and/or Event Production.</li>

<li>Passion for the arts and commitment to the goals and values of VCM.</li>

<li>Understanding of and commitment to creating a work environment that is inclusive, diverse, equitable, and accessible.</li>

<li>Experience working successfully and collaboratively with volunteers and staff.</li>

<li>Ability to work towards objectives, establish clear directives, meet deadlines, and manage multiple priorities.</li>

<li>High level of professionalism with good judgement and discretion.</li></ul></p>