



Deptford Lounge
Venue and Duty Manager

Recruitment Pack

CONTENTS

1 Terms and Benefits

What we are offering

2 How to apply

3 Our hiring policy

4-6 About Deptford Lounge and the Albany

Our vision and values

7 Purpose of the role

8-10 Main objectives

Key responsibilities of the role

11-12 Person Specification

What we are looking for



TERMS AND BENEFITS

WHAT WE ARE OFFERING

Job title:

Deptford Lounge Venue and Duty Manager

Salary:

£30,160 pro rata per annum

(FTE 0.45, £13,572 annual salary, £14.50 p/h)

Contract:

18 hours per week, over 3-day rota shift pattern, includes early mornings, evenings, weekends and bank holidays

The shift patterns include early mornings, evenings, weekends and bank holidays. Shift lengths may vary depending on the nature of the business and staffing requirements, to ensure smooth handovers with the evening delivery teams. Any additional hours worked will be compensated through a TOIL (Time Off in Lieu) system on quieter days, supporting a balanced work week.



We were shortlisted for the
Art Explora Academie des
Beaux Arts Award 2023
Championing new forms of
audience engagement and
participation in the arts.

Responsible to:

Head of Building Operations and Programming and
Deputy Operations and Event Manager

Key Relationships:

The Albany, Tidemill Academy, Deptford Lounge resident offices, Library staff, Maintenance contractors

Benefits include:

- 25 holiday days per annum (pro-rata), plus bank holidays
- stakeholder pension scheme
- Complimentary tickets to Albany performances
- Albany café discount
- Training and development opportunities
- Health and wellbeing support
- Access to interest-free season ticket loan and cycle scheme partnership.

HOW TO APPLY

We are looking forward to receiving your application form via our online platform, before the deadline of:



Timelines

Application deadline:

Friday 13 March, 12.00 noon

Interviews:

Thursday 19 and Friday 20 March at

Deptford Lounge

“I love making connections with connections with wonderful individuals at Deptford Lounge. I always bump into friends.”

Local Community Member



Feedback

We will be in touch with all candidates regardless of whether you have been shortlisted or not, but the timing of this will depend on the current status of your application.

All applicants who attend an interview will be offered individual feedback. For those not selected for interview, we can provide, on request, a short summary of what we found that the strongest applications had in common, which we hope will help you with future job applications.

OUR HIRING POLICY

The Albany aims to encourage a culture where people can be themselves and be valued for their strengths. It's important to us that our team represents the same diversity of audiences and artists we welcome into our venues every day.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be when supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to accommodate candidates' own situations whilst meeting the needs of the organisation.

You may not have worked in a cultural organisation before, perhaps you have worked in music, events, in management & leading teams – these are all very transferable contexts. We are keen to hear from a diverse range of candidates from all backgrounds, drawing on different perspectives, experience and knowledge.



We particularly encourage people to apply who have lived experience of the Black and Global Majority communities we serve. The Albany will offer an interview to anyone who identifies as a person who is D/deaf or disabled who meets the essential criteria.

If you would like support to think about how your experience is transferable to this role; or would like to ask us practical questions about the organisation, role or the recruitment process, you can book a confidential conversation with our recruitment contact.

We believe in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

Recruitment contact: Ceri Ellen Payne

📞 020 8692 4446 ext.206

✉️ vacancies@thealbany.org.uk

ABOUT DEPTFORD LOUNGE

Nestled in the heart of Deptford stands Deptford Lounge, a modern building just over ten years old. Over the decade, the library, school, resident organisations, and event space have provided a brilliant venue for this vast and varied community.

The Albany has been working in partnership with Lewisham Council to manage the Lounge and its room hire, facilities and to develop a community programme.

One of our proudest achievements is the work we have done with the Vietnamese community. Working with Vietnamese Family Partnership to deliver their Mid-Autumn and Lunar New Year Festivals, attracting over 5000 visitors on the day and showcasing Deptford Lounge as a hub, purpose built to cater for our local communities.

The Albany is Southeast London's leading arts centre offering a programme of family performance, theatre, comedy, music, spoken word and much more, situated a two-minute walk from Deptford Lounge on Douglas Way. With year-round activities and events including award-winning programmes for young creatives and adults over 60, the Albany is led by the talent and imagination of its local community. Together we have infused Deptford Lounge with its own spirit which has lifted the venue to prominence in the area and exists to inspire, develop and support creativity in Southeast London.

In 2025:



Deptford Lounge supported
514 events
81 exhibiting artists
25,081 audience members
4,789 people attending Vietnamese Mid-Autumn Festival
4,500 people attending LDN Queer Mart events

OUR VALUES

Open and welcoming

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

A home for ideas, creativity and action

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people.

Responsive and Flexible

We're co-operative, willing to listen and adjust our approach according to the task in hand. We love seeing amorphous ideas become reality.

A connector of people

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

Adventurous and ambitious

We believe that a sense of adventure is essential to achieving our vision. While we are rigorous in our approach and celebrate our successes we're not afraid to try something new.

“The affordability and the quality of the studio outmatch all other spaces around. The staff and facilities are absolutely excellent, making the Lounge so accessible and welcoming.”

Deptford Lounge Hirer

PURPOSE OF THE ROLE

The Venue and Duty Manager supports the Head of Building, Operations and Programming and the Deputy Operations and Events Manager, in the delivery of the Deptford Lounge management contract. They will lead a small Operations team of Premises Officers and Assistants, to deliver a safe and welcoming environment for all visitors and stakeholders. They will manage public events and performances, service room bookings and ensure repairs and maintenance requests are completed.

The successful candidate will have the opportunity to develop the role over time with a focus on customer service and facilities.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need. Please note you will be required to obtain an Enhanced DBS check with this role, administrated and paid for by the Albany.



[Download our Impact Report](#)



LDN Queer Mart at Deptford Lounge, credit London Locke

MAIN OBJECTIVES

Customer Care

- Be an open and welcoming face for Deptford Lounge including working on the reception desk and café
- Deliver a high standard of customer care, communicating with all our room hires as well as stakeholders effectively and responding to enquiries, opportunities and complaints promptly
- Coordinate the daily operations at the venue
- Be informed about our offer, upcoming events, and venue hire and maximise sales of the venue's programme and services

Health and Safety

- Be responsible for health and safety, good state of repair and cleanliness of the facilities and correct set up of rooms and event spaces
- Be responsible for opening and closing the building
- Carry out and log daily, weekly, monthly building checks, for maintaining the building and visitor security



Facilities

- To react and problem solve to all maintenance issues, supervising and chasing contractors as necessary
- Confidently lead on emergency procedures (e.g. evacuation, fire, accident) and attend necessary training. Brief and train staff on these procedures during events
- Report and maintain prompt and accurate records in our facilities management system (Core Vision)
- Be prepared to assist or learn to run the facilities and technical management of the Lounge

Events

- Ensure the smooth front of house operation of events and performances in line with Health & Safety and Public Entertainment License regulations and contractual obligations
- Liaise with technical staff, visiting companies and/or partners to deliver events to the highest production standards possible

- Complete show reports for each event, record audience feedback, collect monitoring information and promote future events
- Be prepared to assist or learn about digital media, including social media campaigns and events for the Lounge

Administration and Finance

- Manage the email inbox and coordinate efficiently with fellow Duty managers through handover notes and following up
- Complete administrative tasks and maintain auditable records
- Process, reconcile and chase room hire payments as required
- Check and reconcile Café sales, Box Office takings and cash floats, ensuring monies are kept secure
- Take responsibility for any stock and ensure accurate records are kept

General

- Assist with the induction of new staff, and ensure continued staff development and onsite training
- Ensure that all staff on shift are working productively and provide them with on-going tasks during quiet times
- Support the aims and objectives of the Albany including the delivery of business contracts
- Work actively within and uphold all Albany policies including Customer Care, Access, Health and Safety, Equality & Diversity, Sustainability and Safeguarding
- Attending meetings and training when required
- Support the Albany's objective to offer apprenticeships and in work, training to placements, interns and trainees
- Undertake any other duties reasonably requested by the management

- Job descriptions are a guide to the nature of the work. They are not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

REVIEW ARRANGEMENT

The Albany is a fast-developing organisation, and it is to be expected that this post may change and evolve over time. Changes to the role will be subject to periodic review in consultation with the post holder.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

“Deptford Lounge is fabulous!! Gives a real sense of community - everyone is welcome and all the staff are friendly and very helpful”

Deptford Lounge Event Attendee

PERSON SPECIFICATION

WHAT WE ARE LOOKING FOR

Essential

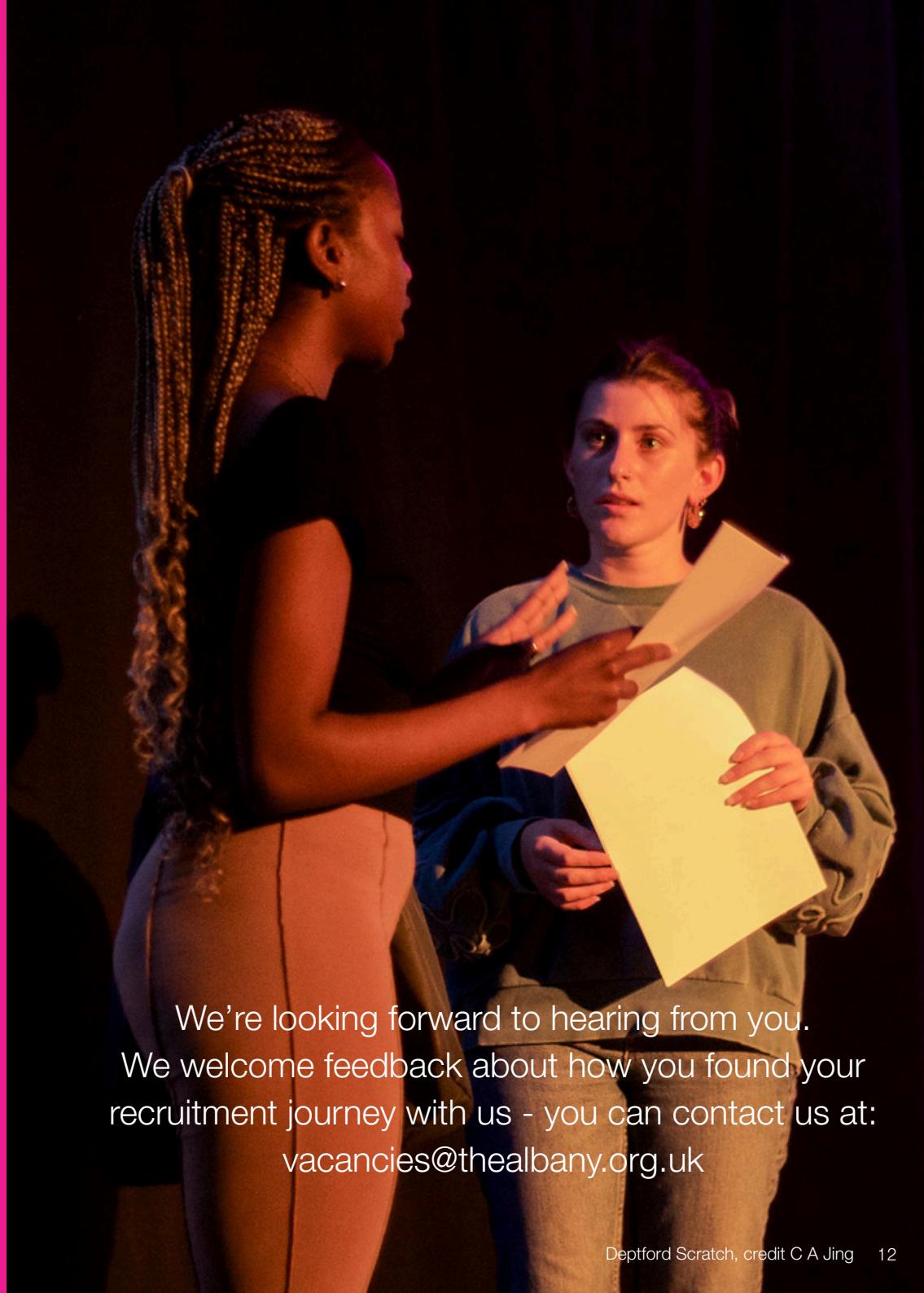
- Demonstrated experience of managing a public building and/or event management
- Understanding the facilities of running a building open to the public
- Excellent customer care skills and to communicate efficiently and handle sensitive situations
- Proven staff supervision skills
- Experience of financial transactions and cash handling
- Excellent knowledge and understanding of Health and Safety and security
- Ability to lead and manage a team and work within a team environment
- Flexible and adaptable, with an ability to be proactive and take the initiative
- Excellent IT skills
- Ability to keep calm under pressure and to prioritise work
- Willingness to work flexible shift patterns including early mornings, late nights and weekends
- A knowledge of and commitment to the principles of Equality and Diversity
- Interest and enthusiasm in the arts and community work
- More than anything we want a person with a proactive approach and a willingness to learn

“Deptford Lounge is such an amazing venue, with energetic and professional staff thank you”

Deptford Lounge Hirer

Desirable

- An understanding of working within a Council setting
- Experience in a box office and booking systems (such as Spektrix / Artifax)
- Experience in delivering digital media campaigns
- Experience in facilities management systems (such as Core Vision / access control system - PLAN / CCTV)
- Experience in operating audio-visual equipment
- Health and Safety and Fire Warden qualification
- Knowledge of licensing laws or Personal License Holder
- First Aid qualification
- SIA Certification
- Understanding of Safeguarding principles (children and vulnerable adults)



We're looking forward to hearing from you.
We welcome feedback about how you found your recruitment journey with us - you can contact us at:
vacancies@thealbany.org.uk



the Albany

The Albany, Douglas Way, SE8 4AG
The Albany is a registered charity number 1112521



@TheAlbanySE8 | www.thealbany.org.uk

phf Paul Hamlyn
Foundation

ARTS COUNCIL
ENGLAND



Supported using public funding by
ARTS COUNCIL
ENGLAND