



TAVISTOCK TOWN COUNCIL

ROLE PROFILE

JOB TITLE: Town Hall & Events Manager

RESPONSIBLE TO: General Manager

PURPOSE AND OBJECTIVES

To be responsible to the General Manager for the day to day operations of the Town Hall, Butchers' Hall, relevant outdoor events and associated activities.

Within a working week of 37 hours to be worked flexibly to meet Town Hall/Butchers' Hall opening times, which could mean evenings and weekend working, and working on Bank Holiday or Statutory Holidays:-

- A. To contribute to and implement arrangements that promote the full utilisation and commercial success of the Town Hall/Butchers' Hall in line with the policies of the Town Council with a view to maximising income and usage of and from Council facilities and the reduction of costs.
- B. To consult with individuals, groups or companies hiring the buildings; dealing with all necessary requirements of hire.
- C. To maintain an appropriate level of security, cleanliness and operational conditions within the buildings, including supervision of staff. To undertake minor repairs within the buildings of responsibility and/or oversee staff under line management and external contractors in relation to designated works.
- D. Manage functions for the Town Hall and Butchers' Hall; responsible for the ordering of consumable stocks; supervise employed or casual bar staff.
- E. To attend meetings as required: Council or Committees; deal with representatives of supply companies and possible hirers of the Town Hall and Butchers' Hall.
- F. To ensure related compliance with Council policies, procedures and legal obligations

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DUTIES AND TASKS

A. Supervision, Administration and day to day running of the Town Hall and Butchers' Hall

- A1. Advertise use of the Town Hall and Butchers' Hall for regular commercial / non-commercial events utilising local / national media and web-based promotion.
- A2. To administer and be the holder on behalf of the Council for any licences required.
- A3. Discuss forthcoming events with trade and general public to promote and encourage attendance.
- A4. Agree bookings for events held; levy charges according to Council scales; report variations to booking conditions and scale of charges to the General Manager with suggested costings, discounts or incentives.
- A5. Liaise with Market Reeve/DPS where events in the Town Hall and Butchers' Hall could lead to crossover events in the Pannier Market or on Bedford Square.
- A6. Assist/supervise in all aspects of the manual set up and dismantling of events to meet the needs of hirer/user.
- A7. To organise and oversee Council functions on behalf of the Mayor, Town Clerk, General Manager or other relevant body/person.
- A8. Contribute to an annual Service Plan and maintain and monitor such performance and other indicators together with such other reporting, including to Committees, as may be required.
- A9. Control expenditure for functions within costs approved under Standing Orders or other Council policies.
- A10. Organise, when required, and supervise the allocation of stalls on market days (in Town Hall, Butchers' Hall or on Bedford Square), and associated accounting of monies; ensure that receipts and vouchers for all such monies taken and spent are kept. Ensure all monies are banked on a weekly basis, as per auditing requirements. Ensure that appropriate regulations are issued to all traders, keeping a signed copy to ensure that they are aware of their legal and financial responsibilities when hiring space. Ensure that all rules and regulations are adhered to by the hirer.

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- A11. Where necessary, hold qualifications relevant to the post, i.e. First Aid Appointed Person, Food Hygiene Level 2, National Certificate for Licensees, Health & Safety etc.
- A12. Propose and recommend alternative use for the Town Hall and Butchers' Hall associated ancillary areas.
- A13. Effectively manage usage of Town Hall and Butchers' Hall utilities such as gas, water and electricity.

B. Liaison with Users of Town Hall, Butchers' Hall and The Meadows

- B1. Issue instructions on operational matters relating to the Town Hall, Butchers' Hall and The Meadows to hirers and explain requirements, and ensure they are understood.
- B2. Be the on-site responsible person for answering queries and solving operational problems.
- B3. Act as a liaison point between hirers, traders, General Manager, Town Clerk/Council, prepare reports on significant issues both prior to and following events.

C. Security and Cleanliness

- C1. Maintain appropriate level cleanliness in the Town Hall and Butchers' Hall; organise labour (works or casual) in conjunction with department heads and assist with cleaning when required.
- C2. Ensure hirers maintain an appropriate level of cleanliness and orderliness; overseeing the systems for storage and disposal of hirers' equipment, packaging, waste disposal etc. to ensure all necessary health, safety and hygiene requirements are adhered to by the end user.
- C3. Examine building security requirements, which includes inspecting doors, windows and other access points, and on an appropriate cyclical basis act as the Responsible Person, when duties are allocated, for designated safety checks, which will include testing/checking the fire alarm system, fire extinguishers, emergency lighting, first aid boxes, fixed electrical installations etc and appropriately recording the results.
- C4. Discuss security/stewarding of private events held in the Town Hall and Butchers' Hall; inspect as appropriate either during and/or prior to such events to ensure compliance with Council, Fire Authority or Health and Safety rules.

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- C5. Undertake/oversee minor maintenance works in the buildings of responsibility and supervise/arrange supervision of external contractors, as and when required.
- C6. To act as the Competent Person undertaking regular checks on fixed electrical installations.
- C7. Liaise with the Works Manager on all works and repairs to the Town Hall and Butchers' Hall, both for essential immediate repairs, items for the medium term that may form part of a planned maintenance programme and potential longer-term developments and enhancements to improve services.

D. Function & Bar Supervision

- D1. Act on behalf of Tavistock Town Council as a holder for the Town Hall and Butchers' Hall Alcohol Licence and other applicable licences.
- D2. Be responsible and accountable for facilities, services, staff performance and monies taken during functions.
- D3. When overseeing and supervising functions be responsible for estimating casual staff requirements and allocation of casual staff to bar duties and also staff performance.
- D4. Allocation of casual staff to bar duties; direct supervision of such staff duties or, if out of normal working hours, assigning supervisory responsibility to one such member of staff and checking performance at earliest opportunity.
- D5. Maintain a bar stock audit. Evaluate, cost, & propose developments to bar activity in light of experience, public demand or wider personal knowledge and make periodic returns plus annual bar out-turn report to Council via appropriate reporting arrangements. Implement any such recommendations.
- D6. Evaluate and monitor stock recording and security methods to prevent unrecorded losses and pilferage and to take action to minimise loss.
- D7. As devolved by Council order bar stocks to meet regular events.
- D8. Propose and recommend novel use of the bar to include development and improvement.

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D9. Be responsible for ensuring caterers and food handlers are appropriately trained in food hygiene, ensure that hirers, performers etc comply with all fire, health and safety requirements as set out by council policy and law.

D10. Liaise with Market Reeve/DPS where market events may produce demand for Town Hall / Butchers' Hall bar services.

E. Representation and Meetings

E1. Attend a meeting with the Market Reeve/DPS at least weekly to agree allocation of shared staff for the following week.

E2. Attend and participate in management and operational meetings relevant to Town Hall & Events Manager's position as and when required.

E3. Attend and participate in Council meetings and other appropriate meetings e.g. Chamber of Commerce, as and when required.

E4. Represent Council at meetings of hirers and trade associations to answer questions on Council policies, rules and known plans; represent Council if required at meetings with police, fire and other security bodies for special events.

E5. Deal with business representatives of supply or marketing companies on day-to-day matters; discuss and report back on matters as deemed appropriate.

E6. Liaise with organisational representatives, re: promotion and enhancement of the Town Centre.

F. Health and Safety Responsibilities

F1. To be responsible for the day-to-day health, safety and welfare of their team and that health and safety policies and procedures are implemented at local level.

F2. To ensure adequate health and safety training, information, supervision and instruction is provided to employees at the department of their control, specific to health and safety related responsibilities, tasks, projects and equipment.

F3. To ensure all employees are provided with comprehensible and adequate information about the health and safety risks from their work activities in the relevant department and that the information is regularly reviewed to ensure it is up-to-date.

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- F4. To ensure employees at the department under their control report accidents, near misses, incidents of violence and aggression and cases of work-related ill health to the responsible person.
- F5. The Town Hall & Events Manager will ensure through liaison with relevant parties that all events organised by the Town Hall & Events Manager have the appropriate health and safety documentation in place and that is read and understood by those who are affected. On events of a special nature, or functions over a specific number of attendances, the Town Hall & Events Manager shall ensure that the police and fire service are notified of the event, at least one week before its commencement.
- F6. The Town Hall & Events Manager will ensure all traders have the appropriate insurance cover.
- F7. The Town Hall & Events Manager will ensure that all people using the Town Hall and Butchers' Hall and hirers/users of The Meadows are fully conversant with all health and safety requirements.
- F8. The Town Hall & Events Manager will ensure suitable health and hygiene standards are kept, due to the facility of the commercial kitchen.
- F9. Town Hall & Events Manager shall take reasonable steps to inform other employers under and adjacent to the Town Hall and Butchers' Hall of arrangements for health and safety. This information will also be relayed to parties who have permission to use the premises out of normal working hours. This relates to shops under the Town Hall and adjacent to the Town Hall and any activities which operate on Bedford Square which are related to Town Hall and Butchers' Hall functions.
- F10. The Town Hall & Events Manager will carry out any requirements of the post in matters of health and safety as identified in Tavistock Town Council's Organisational Health and Safety document

G. Other

- G1. Undertake other such relevant duties as may be deemed necessary and as are commensurate with the grading of the post as directed from time to time.
- G2. Act as cover for Market Reeve/DPS in periods of absence

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- G3. Undertake training and continuing professional development activities relevant to the role.
- G4. Undertake an active role in the promotion of Town Council organised events.