



Venue Administrator (FT role)

Contract: Permanent

Salary: £27,040

Hours: Full Time. 40 hours per week including regular weekends and occasional evening events.

Location: The Horton, Epsom onsite

Benefits: Staff discount in The Horton Café; Free and discounted tickets; Workplace pension; Employee Wellbeing Support Service; Training Opportunities; Organisational membership of professional bodies.

An enjoyable varied role for a confident administrator who enjoys dealing with members of the public and has excellent attention to detail.

You will play a crucial role in ensuring the smooth functioning of the charity's customer service and commercial hire processes. As the first point of contact for members of the public, you will be an ambassador for The Horton.

Job Description

Venue Hire

- Act as first point of contact for all venue hire enquiries.
Carry out venue show-rounds and initial conversations with potential clients.
- Ensure venue hire records are up to date on the database, including payment details and contact information.
- Work closely with the Commercial Lead on bookings and with the Operations Manager to ensure the smooth delivery and running of events.
- Support the planning and delivery of specific events as required.
- Carry out duty management responsibilities on a rota with other team members, and act as the main point of contact on site for some events.
- Ensure all public-facing venue hire information (info packs, flyers, posters, signage, website pages) is up to date.
- Maintain a database of potential clients and key contacts.
- Support Commercial Lead in securing sales and increasing venue hire income.

- Ensure Hires are logged on the shared calendars and this is kept up to date.
- Support the Operations Manager with administration of Makers' Market.
- Ensure clients have provided appropriate documentation (e.g. Public Liability Insurance) and this is saved on our database.
- Support the Finance Manager in ensuring that customers have been invoiced in a timely manner.

Administration and Systems

- Monitor stock levels of stationery and office supplies to ensure there is always sufficient.
- Ensure documents and personal details are stored in accordance with Data Protection legislation.
- Check post box daily.
- Obtain quotes and prices for specific items and services.
- Place orders for selected items and services, and logging on spreadsheet, as authorised.
- Share invoices and receipts with bookkeeper for payment records.
- Arrange return of unsuitable items for refund.
- Create new admin processes and template documents as required. (e.g. sign-in sheets, enquiry forms.)
- Manage RSVP lists for events organised by The Horton.
- Maintain welcome desk sign-in folders.
- Acknowledge job applications and arrange interviews, as required, maintaining confidentiality at all times.

Front of House

- Act as a keyholder, along with other team members, unlocking and securing the building at the beginning and/or end of the day, if required.
- Welcome visitors at the box office.
- Sell tickets and retail items. (Training will be given.)
- Support the Operations Manager with retail stocktakes.
- Ensure public areas are presentable and ready to receive visitors on opening, with appropriate signage in place.
- Sign in visitors and contractors and inform them of health and safety procedures.
- Support the Operations Manager with visitor health and safety, evacuation of the building during any Fire Alarm activations and first aid. (Training will be given.)

Communication

- Monitor The Horton's email inboxes, acting as the first point of contact for members of the public, acknowledging receipt and sending on messages to the appropriate team member.

- Deal with telephone enquiries.
- Respond to any complaints in an professional and sensitive manner.

Other duties

- Support the planning and delivery of specific events.
- Act generally as a representative and ambassador of The Horton.
- Abide by The Horton’s policies and procedures including health and safety.
- Uphold The Horton’s values of tolerance, including everyone, and welcoming diversity.
- Work with The Horton team to ensure an excellent experience for all visitors.
- Attend personal development and training, as required.
- Undertake any other duties as reasonably required.

Person Specification

Essential
Previous experience as an administrator or similar: demonstrate good organisational skills and the ability to quickly switch between different areas of work
Microsoft proficiency: hands-on experience with Microsoft suite, particularly Outlook, Word and Excel .
Good time management with the ability to prioritise tasks.
Presentation: showing a warm, friendly and polite manner. Calm under pressure.
Team work: ability to maintain good professional relationships with staff, volunteers and stakeholders.
Attitude: A can-do, positive approach whatever the task at hand. A problem-solving mindset.
Time-keeping: a punctual and reliable employee.
Communication: Excellent verbal and written communication skills. Confidence in talking to members of the public of all ages and backgrounds.
Independence and multi-tasking: highly organised with the ability to work independently and manage multiple tasks simultaneously.
Desirable
Interest in creative arts and heritage.
Experience of venue hire.

How to apply

Please send your full up-to-date CV and cover letter stating why you are interested in the role and how you meet the job specification to: hr@thehortonepsom.org. Please ensure your CV and cover letter attachments are both named.

Please put **Venue Administrator Application** in the Subject Line.

Closing date: Sunday 8th March 2026

Candidates may be interviewed on a rolling basis as they apply.

This role is supported by funding from The National Lottery Heritage Fund.

