

want to be a part of something fantastic?

Shape Change

in mental health

open door 
Venue Manager



About the Charity

Open Door are one of Merseyside's most dynamic and progressive independent charities committed to shaping change in Mental Health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as a catalyst for change. All our opportunities are free of charge and we have no waiting lists for any of our experiences; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. We cater for modern young people and try to offer the most engaging and versatile package enabling choice, at odds with conventional services.

We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals in Wirral through to better times. We have two main sites in Birkenhead and over the past 9 years, have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of its kind in the UK (recently awarded Queens Award for Voluntary Service in 2019 Honours List and the Investing In Volunteers Chartermark in 2020).

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space for people to come to Bloom Building and Coffee where we offer hot desking, workshops and tenancies. We have an art gallery, an eclectic events programme and a network of cultural and health partners who work hand-in-hand with Open Door to co-create a vibrant and appealing programme of activities for new and existing Members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- ❖ Human
- ❖ Fire
- ❖ Visionary
- ❖ Professionalism



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Impact

We have over 200 beneficiaries accessing our service per week across all our projects. Our bespoke therapeutic intervention 'Bazaar – A Market Place for the Mind', supports 170 young people and young adults per week. This therapeutic intervention is delivered by our all-important peer mentors. We currently have a team of 80 peer mentors, making us one of the biggest community-led organisations on Wirral. 86% of our members said their life would be worse off if it wasn't for Open Door and 100% of members said the local area would be negatively affected without Open Door Charity.

We supported more than 800 people this year and have been able to respond to the current mental health crisis with innovation and courage. Our average reduction of symptoms in anxiety and depression outcomes are 50% by the end of the 8-session programme and suicidal ideation also significantly reduces on average by 80%. In addition to this, we have supported over 120 families in the past 9 months through a commissioned contract providing early help support and preventing escalation into higher-level statutory services.

We have approximately engaged 7000 members of the public in our outreach projects, events, gigs, film nights, art workshops, comedy nights and the gallery space throughout the year.

Our Future

Open Door has been through a significant period of development over the past two years; we've taken on new projects and commissions supporting families and children growing up in care, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. As we have grown to become a bigger charity, we are now at a stage where we need to recruit several posts to fulfil our leadership team function to provide oversight and accountability for our growing portfolio of work. Now is an instrumental time in our journey as we approach our ten-year anniversary to welcome new talent to one of the most innovative and creative places to work.





Role:

Venue Manager

Type:

Full-time

Reports to:

Charity Director

Salary

23k

Other Benefits:

25 days annual leave (plus Bank Holiday's)

£20 per month wellbeing budget

Opportunity to take part in additional wellbeing activities including 'Away Days' and weekly staff yoga



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General purpose of role:

The Venue Manager is a new role we have created to ensure the successful running of our Bloom Building in Birkenhead. Bloom is a progressive arts centre and venue which houses Bloom Coffee as well as several tenants including Open Door Charity, Convenience Gallery, Be Well Learning, Scenograph Studios and Positivitree.

This is a hugely important and central role which includes the full running of the venue, management and development of a team of staff who run the bar/ coffeeshop and being responsible for income generation and the overall events portfolio at the space.

Essential duties:

Management

- Responsibilities of a number of staff members including baristas, an events lead, bar staff / supervisors and cleaning / facilities contractors
- Responsible for ensuring that high standards are maintained across the premises in terms of presentation and cleanliness
- Ensure that staff are performing at a high level and have appropriate KPI's, for which achievement of Venue Manager is ultimately accountable
- Ensure the development of responsible staff team
- Responsible for the finances and income generated through Bloom Building
- Providing information relating to operations to the Charity Director

Facilities and Space

- Responsible for the space being opened and closed appropriately
- Ensuring relevant paperwork, risk assessments and reviews are carried out and logged appropriately
- Liaise and work with suppliers, cleaners, plumbers, electricians etc to manage good upkeep of the building
- Maintaining high standards of the space in terms of presentation, cleanliness and safety



Candidate requirements:

Essential (E)

Able to build a good rapport with people and manage relationships (E)

Able to organise and coordinate a team – previous leadership / management experience (E)

Able to demonstrate that they can successfully work independently and creatively (E)

Good written and communication skills (E)

Knowledge of financials and cashflow – Accounting for profit and loss (E)

Favourable (F)

Has a good knowledge of local area and offer in the music, arts and culture field (F)

Previous leadership / management experience in an arts setting (F)

An interest in The Arts and creative provisions would be beneficial (F)



To apply please send CV and cover letter to info@opendoorcharity.com
Opportunity closes at 5pm on Friday 24th September

We are committed to having a diverse workforce and promote equality. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future. We actively encourage applications from BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you will require any special provision as a result of any disability, should you be called for interview, please do let us know. Finally, please ensure that you have included your contact number and email address.

We look forward to hearing from you!

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 <https://opendoorcharity.com>



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