



## Assistant Venue Manager

**Contract: 22.5 hours per week, flexible days, permanent**

### About the role

The Sharpham Trust are looking for a well-organised and flexible person to join our team. We are a registered charity caring for the historic Grade 1 listed Sharpham House and Estate on the banks of the River Dart near to Totnes. At the heart of the Sharpham Trust ethos is our desire to build a more mindful, compassionate and environmentally sustainable world. We connect people with nature and foster mindfulness and well-being through our programme of retreats, mindfulness courses, public events, outdoor learning and the arts.

The role of Assistant Venue Manager is vital to the effective and smooth running of the organisation. You will be responsible for managing the day-to-day operation of Sharpham House and the Coach House under the guidance of the House Manager, coordinating the team of house assistants and cooks as well as freelance staff. You will liaise closely with our retreat leaders and the staff of external groups who hire the facilities. The role will also be involved in the delivery of the limited number of weddings we host annually.

You will support the House Manager, which will include record keeping, responding to enquiries, overseeing staff, monitoring Health & Safety in the House, organising meetings, ordering provisions, liaising with the gardeners and ensuring the smooth turnover of the house on changeover days.

This is a varied role, within a small team that is expanding to enable us to integrate our facilities management across the site with the aim of ensuring the best possible experience for our participants.

### About you

This is a role for someone who is well organised with excellent communication skills and the ability to work on their own initiative, as part of a small team. You will have previous experience in a housekeeping or hospitality role and be able to manage multiple priorities and always achieve high standards. Flexibility in your working days and a sense of humour will be vital.

Sharpham is a values led organisation and an interest in the Trust's charitable work and mindfulness would be an advantage. Staff are able to access the Trust's programme of courses and retreats.

For this role you will need to be able to travel to Sharpham House which is not served by public transport.

### Apply

To apply, please complete our application form attached and return to [admin@sharphamtrust.org](mailto:admin@sharphamtrust.org)

**Closing Date for application form: 12 noon 26<sup>th</sup> March 2026**

**Interviews: Wednesday 1<sup>st</sup> April 2026**

### Further Information

Please see our website for further information and to download the application form

## ASSISTANT VENUE MANAGER - JOB DESCRIPTION

<b>Job Title</b>	<b>Assistant Venue Manager (part-time)</b>
<b>Salary</b>	<b>£27,066 (£16,240 pro rata) + pension + holidays</b>
<b>Working Hours</b>	<b>22.5 hours per week</b>
<b>Working Pattern</b>	<b>3 days over Saturday to Wednesday, flexible, to include a minimum of two weekend days per month plus cover where necessary on different days for the House Manager's annual leave</b>
<b>Report to</b>	<b>House Manager</b>
<b>Supervision of</b>	<b>Housekeepers, cooks, freelance staff</b>
<b>Main Purpose of the Role</b>	
To work together with the House Manager and another Assistant Venue Manager to coordinate and oversee the use of Sharpham House and the Coach House for residential retreat groups, external hire groups, courses, meetings and weddings, as well as looking after the changeover cleaning schedules of our two holiday lets.	
<b>Key Objectives and Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. <u>Ensuring that users have a positive, safe, mindful and rewarding visit</u> <ul style="list-style-type: none"> <li>• Oversee the arrival of residential groups including the giving of an orientation talk</li> <li>• Respond to any issues or complaints in a timely manner</li> <li>• Liaise with Sharpham Trust staff and partners to ensure smooth running of retreats, events, open days</li> <li>• Liaise with the Caretaker on the preparation of venues before a retreat and report required repairs and maintenance in the relevant way via the maintenance document</li> <li>• To create a good rapport with participants, retreat leaders and external suppliers/caterers</li> </ul> </li> <li>2. <u>Manage staff of house assistants and cooks whilst on duty and help out where necessary</u> <ul style="list-style-type: none"> <li>• Supervise and help with room changeovers, cleaning and mealtimes</li> <li>• Cover for staff sickness or absence</li> <li>• Manage the Sharpham House and Coach House kitchens to ensure food hygiene and safety procedures are followed at all times and help out in the kitchens when necessary</li> <li>• Liaise with Cooks about food ordering and supplies</li> <li>• Liaise with Gardeners on produce available and required for the kitchens</li> </ul> </li> <li>3. <u>Help oversee weddings in Sharpham House</u> <ul style="list-style-type: none"> <li>• Preparation of Sharpham House and Coach House before a wedding including, managing House staff</li> <li>• Oversee the facilities aspect of weddings on the wedding day</li> <li>• Be a personal licence holder</li> <li>• Checking and turnaround of Sharpham House once the wedding party leave</li> </ul> </li> <li>4. <u>Bathing House and Boat House holiday lets</u> <ul style="list-style-type: none"> <li>• Ensure the properties are cleaned and prepped by house assistant staff</li> <li>• Make sure garden and outside is maintained</li> </ul> </li> </ol>	

- Replace any worn or broken equipment quickly and efficiently
  - Respond promptly to any issues raised by guests during their stay
5. Comply with Health and Safety procedures
- Follow risk assessments and ensure staff follow agreed procedures at all times
  - Have full knowledge of both fire alarm systems and the procedures to follow in an emergency
  - Make sure food hygiene standards and safety procedures are always followed
  - Control of recycling and food waste removal
6. Other
- Follow relevant Trust Health and Safety procedures at work
  - Be one of the trained staff first aiders
  - Work flexibly and support other areas within the Trust as required

Person Specification		
	Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> <li>• Food Hygiene</li> <li>• First Aid</li> <li>• Full driving licence</li> </ul>	Health & Safety Personal licence
EXPERIENCE	<ul style="list-style-type: none"> <li>• Previous experience in a housekeeping, hospitality, residential centre, retreat venue, or similar operational role</li> <li>• Experience supervising or coordinating staff, volunteers, or freelance workers</li> <li>• General Administration.</li> </ul>	Event organisation Operating a catering provision.
SKILLS AND KNOWLEDGE	<ul style="list-style-type: none"> <li>• Catering skills</li> <li>• Customer Service skills</li> <li>• Staff line management</li> </ul>	IT skills
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• Flexible and adaptable approach to working days and duties</li> <li>• Calm, reliable, and solution-focused under pressure</li> <li>• Sense of humour and positive can do attitude within a small, evolving team</li> <li>• Alignment with values of mindfulness, compassion and connection to nature</li> </ul>	
OTHER	<ul style="list-style-type: none"> <li>• Ability to use own initiative as well as understanding the need for clear verbal and written communication and co-ordination between departments whilst maintaining confidentiality where appropriate.</li> <li>• Must be willing to be hands on.</li> </ul>	

<b>Hours/Shift Pattern:</b>
<p>The core days are Saturday to Wednesday with ½ an hour unpaid lunch break.</p> <p>This position includes some weekend working - this would be a minimum of two weekend days per month but actual days would vary based on business requirements.</p> <p>The Trust operates a Time Off in Lieu system.          148.5 hours holiday per annum (April – March), including Bank Holidays          Pension Scheme – the Trust contributes 7% towards a staff pension scheme for eligible employees.          All staff members are expected to assist and contribute to the Trust’s annual open days. This will be on a TOIL basis unless otherwise agreed.</p>
<ul style="list-style-type: none"> <li><b>AGREEMENT:</b></li> </ul>
<p>Job Holder’s signature: _____</p> <p>Date: _____</p> <p>Director’s signature: _____</p> <p>Date: _____</p>
<ul style="list-style-type: none"> <li><b>OBLIGATIONS:</b></li> </ul>
<p>This job description is subject to the Policies and Procedures of the Sharpham Trust and all staff are required to acquaint themselves with those applicable to this post. This job description will be subject to review and amended to meet the changing needs of the Charitable Trust.</p> <p>Under the Health &amp; Safety at Work Act 1974, the Company has a duty to ensure as far as is reasonably practicable, the health, safety and welfare of all its employees. There is also a duty of care on all employees under the same legislation. There is a written statement on general policy regarding Health &amp; Safety at work. Your attention is particularly drawn to this policy and you must make yourself aware of its contents.</p> <p>This job description is subject to the Terms and Conditions of service of the Charitable Trust.</p>

<b>EQUALITY &amp; DIVERSITY</b>
<p>We recognise the positive value of diversity, promoting equity and celebrating inclusion. We welcome and encourage job applications from people of all backgrounds.</p>