



ALDEBURGH
JUBILEE HALL

EVENTS & MARKETING MANAGER

Application Pack



WELCOME

Thank you so much for your interest in Aldeburgh Jubilee Hall and the role as Events & Marketing Manager.



This is a brilliant opportunity for a talented individual to work in our inclusive and historic arts and community venue. It's an exciting time to join us having grown our programme significantly and having completed a transformational redevelopment project.

The new Events & Marketing Manager will be a crucial role in helping the management team and the board in running the events programme as smoothly as possible and promoting them as widely as possible. As an audience-focused organisation, we want to reach a larger, more diverse, and younger audience from our thriving town on the Suffolk coast and the wider East Anglia region. We'll do this through programming incredible performances as well as through our creative community and engagement work.

Our mission at Aldeburgh Jubilee Hall is to provide high quality, inspirational and creative experiences for the people of Aldeburgh, Suffolk and beyond, from schools to businesses, from community groups to performing artists, providing excellence balanced by diversity in both programming and activities.

We are an ambitious, creative, and passionate organisation and are looking for the right person to join us. We need someone who will share our commitment to our mission for Aldeburgh Jubilee Hall to be known as a place that delivers high-quality, enjoyable, inspirational, and enlightening work. We are ambitious for our building and what goes on within it, ensuring we not only survive, but thrive in the decades to come.

You don't have to tick every box of our criteria or have experience in every aspect of the role, we can help you fill in the gaps. More important to us, is that we recruit a team player, with huge enthusiasm for our work, who believes in what we do. This is a fantastic opportunity to be part of something special. We look forward to hearing from you.

ABOUT US

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Nestling in the heart of the seaside town of Aldeburgh in Suffolk sits the historic and much-loved Jubilee Hall. Built in 1887 by local businessman Newson Garrett to celebrate Queen Victoria's Golden Jubilee, the hall was intended for "concerts and dramatic entertainments provided by well-known artistes, dances for the little people on wet afternoons and for 'the grown-ups' in the evenings". Ever since then the hall has offered an array of musical and dramatic performances, both amateur and professional and has also served the community as a film theatre, dance hall, badminton court and roller-skating rink. The Jubilee Hall is nothing if not adaptable.

Aldeburgh Jubilee Hall provides a collaborative creative hub that welcomes the whole community. We provide a programme of high-quality, varied and affordable arts and cultural events throughout the year. We are ambitious for our building and for what goes on within it ensuring we not only survive but thrive in the decades to come.

Music and the creative industries are not only central to our cultural DNA in Suffolk but also hugely important for creating jobs and growth around the county. We work in partnership with schools, community groups, local councils, businesses and performing artists, providing excellence balanced by diversity in both programming and activities.





OUR VALUES

As a community venue and registered charity, we strive to be

- Inclusive
- Welcoming
- Open to all
- Environmentally aware
- Affordable

OUR AUDIENCES

Culture and creativity can be monumental in changing people's lives. Our role is to be able to offer a range of events and activities to ensure people have access to and enjoy the arts.

Aldeburgh is a stunning coastal town, but suffers from elements of rural isolation. We aim to be part of the solution to this through creating partnerships with other organisations both locally and further afield.

We encourage those able and willing to come on board at Jubilee Hall as volunteers, where they are welcomed, appreciated and valued.

STRATEGIC GOALS

1. To ensure our long-term financial stability through a mix of grant funding, individual donations and income generation
2. To improve and enhance the artist and audience spaces through an agreed programme of development and refurbishment
3. To create a community space that truly meets the local desire and need for theatre, arts and entertainment
4. To ensure we are open and active throughout the week offering a rich, varied and enjoyable programme of community and cultural events
5. To increase access through a programme of wide-ranging and diverse events that appeal to all sectors of the community
6. To endeavour to be more sustainable in all our operations, and to encourage those we work with to do so, in line with our policy





Our vision for the organisation is to
**lead the cultural community on the
Suffolk Coast.**

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We work in partnership with organisations in Aldeburgh, East Suffolk and beyond, from schools to businesses, from community groups to performing artists, providing excellence balanced by diversity in both programming and activities.

We are exploring opportunities to increase our earned income, become more relevant and visible in Aldeburgh and the local area, and encourage more people to use Jubilee Hall as audience, artists, participants and volunteers.

Aldeburgh Jubilee Hall is a registered charity.

OUR VISION

EVENTS & MARKETING MANAGER

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Job Title:

Events & Marketing Manager

Location:

Aldeburgh, Suffolk. Predominately venue-based with regular evenings and weekend work through autumn & spring. Flexibility and some time working from home to fulfil the role is acknowledged.

Reports to:

General Manager

Job Type:

Full time - 37.5 hours per week. TOIL provided for evening & weekend work.

Salary:

£30k per annum

The Role:

We are seeking a proactive and organised Events & Marketing Manager to support the General Manager with the delivery of high-quality events and promoting them. This full-time role is ideal for someone with excellent communication skills, a passion for the arts and community engagement, and proven experience in event management and marketing. Evening and weekend work will be required regularly.



RESPONSIBILITIES



EVENT MANAGEMENT

- Lead on the management of events and a rota of freelance Front of House managers.
- Brief ushers and front-of-house teams before events.
- Liaise with artists, performers, and the stage manager beforehand and on the day to ensure smooth event delivery.
- Manage the box office and audience during events.
- Support event setup, audience management, and breakdown as needed.
- This will involve regular work on evenings and weekends.



MARKETING & PROMOTION

- Develop and lead innovative strategies to promote events and increase audience engagement
- Create and distribute promotional materials such as posters, printed brochures and digital newsletters.
- Coordinate local flyering and other outreach initiatives.
- Create and send out regular email communications using Mailchimp.
- Work alongside our Social Media Manager to help create content.
- Oversee our website and Ticketsource account including uploading events.
- Work alongside the General Manager to create the season brochures.



VOLUNTEER MANAGEMENT

- Recruit, onboard, and schedule volunteers to support events and daily operations.
- Prepare and send pre-event communications to volunteer teams.
- Create and manage rotas, ensuring sufficient cover for all events.
- Maintain regular and clear communication with volunteers, offering guidance and support.



ADMINISTRATION & CUSTOMER SERVICE

- Respond to customer queries via phone, email, and in person.
- Manage the box office weekly, including taking bookings over the phone.
- Monitor and respond to incoming Jubilee Hall emails in a timely and professional manner.
- Assist the General Manager with other administrative duties as needed.

PERSON SPECIFICATION



ESSENTIAL

- Interest in the arts, culture, or non-profit/community sector.
- Strong organisational and time management skills.
- Proven track record in running successful marketing campaigns.
- Ability to work in evenings and weekends.
- Confident communicator.
- Comfortable working independently and as part of a small team.
- Friendly and professional customer service approach.
- Proficiency in email communication, databases, Excel and Word.
- A full driving licence and access to a car, unless living within walking distance of the hall.

DESIRABLE

- Experience in event management or venue operations.
- Experience in volunteer management.
- Knowledge of box office and ticketing systems
- Experience in basic design and marketing tools including Canva and Mailchimp.



This is a permanent, full-time contract. The Events & Marketing Manager will be expected to spend time at the Hall, and work flexibly to fulfil the role, including working evenings and weekends.

Pension:

The opportunity to join the Workplace Contributory Pension Scheme. Current statutory rates are 3% contribution from employer, 5% from employee.

Notice period:

Two months' notice in writing on either side.

Probation:

Three months' probation period, with one month's notice.

Holiday:

28 days (including Statutory Holidays).

CONTRACT

EVENTS & MARKETING MANAGER

PROCESS

Applicants are invited to send up to 500 words of how they meet the job and person specifications and why they are the best person for this role, plus an up-to-date CV to Emily Mummary at manager@aldeburghjubileehall.co.uk If you would like an informal discussion about the role please call on 01728 454022 or email the address above.

28th July, 12 noon	Closing date
w/c 3rd August	First interviews
w/c 10th August	Second interviews
by 14th August	Decision made
September	Position to start



IMPORTANT INFORMATION



Location

Aldeburgh Jubilee Hall
Crabbe Street
Aldeburgh
Suffolk
IP15 5BN

Distances from Aldeburgh

Saxmundham railway station	7 miles
Ipswich	25 miles
Norwich	40 miles
Journey from Ipswich to London by train	70 minutes

Equality

At Aldeburgh Jubilee Hall we champion diversity and inclusion, ensuring all individuals, regardless of race, gender, ability, or background, have equal opportunity. We believe that varied perspectives enhance creativity and innovation. Join us in fostering an inclusive environment where every voice is valued and respected.

PRIVACY NOTICE



Aldeburgh Jubilee Hall takes its responsibility for protecting your personal information seriously. Our job application process will only request data relevant to verifying the identity of a candidate or determining their suitability for a position.

Access to the information contained within your application will be limited only to individuals administering the recruitment process or shortlisting and/or interviewing. Occasionally we may ask external parties to assist with shortlisting and/or interviewing. On these occasions, we will ensure external parties commit to following the same data protection principles as the Hall.

Your application and any correspondence will be kept for up to a year following the closing date before being deleted.

Applying for a position at Aldeburgh Jubilee Hall indicates your consent to your data being processed in the manner described above.



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