

Senior Officer / Assistant Manager – Venue Management

About the post

The Centre for Heritage Arts & Textile (CHAT) is a part of the heritage conservation project of The Mills, the former cotton spinning mills of Nan Fung Textiles in Tsuen Wan. Through CHAT's own curated multi-faceted programmes that includes exhibitions and community engagement programmes, visitors experience the spirit of the innovative legacy of Hong Kong textile industry and engage in new dialogues and inspirational journeys that interweave contemporary art, design, science, heritage, community and craftsmanship. Reporting to Co-directors and Director of Operations, the Senior Officer / Assistant Manager – Venue Management is responsible for enabling the venue's daily smooth operations and building maintenance to facilitate the visitors' pleasant experience in CHAT.

Main Duties

The Senior Officer / Assistant Manager – Venue Management will be expected to:

- Act as the main point of contact between the CHAT team, Property Management team and other relevant parties on all venue related issues in support of CHAT operation.
- Monitor daily operations of the CHAT front of house, including three (3) main galleries and Arcade, including multi-purpose, reception and shop areas and related public circulation paths to ensure smooth running of all events in the venues.
- Responsible for the upkeep of all exhibition spaces, including all back of house storage, meeting rooms and office spaces.
- Ensure all operation arrangements of the venues are in good order according to all license and statutory requirements.
- Assist with planning, set up and logistic arrangement of special events including furniture assembly and movement; support the planning and installation of special lighting and audio/visual items with CHAT's technical team.
- Upkeep of the inventory of suppliers and spares required by building maintenance and operations activities.
- Support Visitor Experience team in reception desk operations including analogue and/or digital signage setup, locker management, and public announcement system.
- Supervise and monitor the performance of contractors and property management firm on venue and venue systems maintenance, installations, venue guarding, security services, cleaning services, utility operations, fire protection systems, IT systems as well as repair and maintenance works.
- Lead contact on all building system failures and security alerts for reporting to Director of Operations of venue status.
- Assist in the preparation of a venue maintenance and facility development budget

- Coordinate and prepare documents for regulatory approval required for exhibitions organization (including and not limited to TPPE)
- Perform any other duties as may be assigned.
- Work on irregular hours and on Saturdays/ Sundays/ public holidays.

You should have/be:

- Degree or Diploma in Facilities Management or related fields and disciplines. Diploma in Occupational Health and Safety, and holder of Standard First Aid Certificate is a plus.
- 3 - 5 years of relevant experience, preferably in venue operations. Working in Disciplined Services or hospitality industry is preferred but not a must.
- Familiarity with building systems, codes and regulations in Hong Kong.
- Able to work under pressure to meet tight deadlines, independent, problem-solver with analytical mindset, good interpersonal skills and able to communicate effectively at all levels.
- Proactive approach to tasks with meticulous attention to details.
- Passionate about art, culture and community engagement events.
- Proficiency in MS Word, Excel and PowerPoint.
- Good command of spoken English, Cantonese and Putonghua.

TO APPLY FOR THIS POSITION

Qualified candidates should email their cover letter, CV, expected salary, names of 2 references with contact information to hr@mill6chat.org

*The information provided will be kept confidential and used for recruitment purposes only. Applicants not contacted within **six weeks** may consider their applications unsuccessful.*