



Job Description

Town Hall Manager

Status

Contract: Full-Time and permanent

Manager: Town Clerk

Base: Hamilton House, Lowestoft and Lowestoft Town Hall

Working Environment: Primarily office-based but some outreach

Hours: 37 hours paid work per week, with flexible working where required (includes some early starts, evenings and weekends)

Pension: Local Government Pension Scheme

Context

Lowestoft Town Hall is currently undergoing a multi-million-pound restoration project. On completion, the building will serve as a versatile community building, featuring a café, events hall, heritage gallery, and coworking space. It will also accommodate both Lowestoft Town Council—the building's owner—and Lowestoft Registrars.

Designed to support Lowestoft's economic regeneration, the Town Hall will operate as a profit centre, generating sufficient income to meet operational costs and contribute to a maintenance fund, thereby avoiding any financial burden on local residents.

A central component of the Town Hall's redevelopment is its commitment to preserving and promoting Lowestoft's heritage and history. This will be achieved through its heritage gallery and exhibition area, collaborative partnerships with other heritage sites in the town, and a dedicated programme of heritage-related activities.

Role

The Town Hall Manager reports to the Town Clerk and is responsible for the financial performance of the facility. This role includes comprehensive management of all aspects of Town Hall operations along with leadership of the Town Hall team, ensuring that outcomes and objectives established by grant funders and the Council are achieved.

The TH team reporting to the TH manager consists of multiple staff and third parties with staff likely to be:

- Assistant Manager
- Marketing Officer/Coworking Manager
- Heritage Manager/Officer
- Heritage Apprentice
- Business/Admin Apprentice
- Caretaking/cleaning/concierge staff
- Volunteers
- Café Concession Manager

The Town Council's administrative team will handle operational activities such as financial accounting, issuing invoices, processing payments, managing the building, payroll, and IT support, consistent with their approach for other facilities. The Town Hall Manager is expected to coordinate with these teams to maintain effective and efficient administration.

In the period between appointment and the Town Hall opening, the Town Hall Manager will collaborate with the project team, officers, and others to set up the Town Hall.

Responsibilities

Pre-opening Responsibilities

Collaborate with the project team and Town Council staff to establish all elements of the Town Hall as a new business, such as branding, interior fitout, marketing materials, pricing structures, policies, appointments, third-party agreements, and website development.

Work with relevant parties to select a café operator and determine tenure, terms and conditions.

Oversee the soft launch of the Town Hall, ensuring all staff receive appropriate training and support.

Finance

Establish and agree upon pricing and charges, applying these standards during negotiations with private hirers and third parties.

Oversee all elements of the Town Hall budget, including identifying and developing income streams, generating ongoing revenue, managing expenditures, and ensuring the delivery of a sustainable and profitable business operation.

Collaborate with Finance management within the Town Council to ensure the accurate and timely processing of income and expenditure transactions.

Administer grant-related spending according to grant agreements and reclaim funds from grant providers when appropriate.

Operations

Collaborate with stakeholders to develop and deliver an engaging programme of events aimed at generating income and increasing footfall on the High Street.

Promote the Town Hall both locally and further afield to maintain a positive public image and help secure third-party hire income.

Liaise with tenants to ensure their building usage meets the expectations and requirements of all parties.

Recruit, manage, develop, and motivate members of the Town Hall team by setting clear objectives and conducting regular performance reviews in accordance with Council procedures and policies.

Oversee the management, marketing, and support of the coworking hub, including the coordination of networking activities and services, potentially delivered by external partners.

Prepare reports and annual plans as required to demonstrate progress and facilitate the ongoing strategic development of the Town Hall.

Attend project steering committee meetings, Town Council staff meetings, and relevant Council committees to represent the interests of the Town Hall and its staff.

Supervise the recruitment of volunteers to support Town Hall operations, with particular attention to heritage initiatives.

Ensure the delivery of a continuous programme of heritage and other exhibitions within the Town Hall, working collaboratively with local venues and community groups.

Additional responsibilities

Engage with grant funders by preparing progress reports, supervising the evaluation of project outcomes, and submitting required reports/documentation. This will include collaboration with

fundings such as the National Lottery Heritage Fund and the Towns Fund, continuing the responsibilities currently managed by the overall project manager.

Actively contribute to the Council's efforts to address the climate emergency in relation to its work, services and asset management.

Person Specification

Experience of running a multi-purpose venue or similar including demonstrable experience of establishing a new venue or projects.

Experience of managing budgets and meeting financial performance targets and strong, proven financial acumen or qualifications.

An outgoing and engaging personality with high-level interpersonal skills, who can quickly gain credibility with all stakeholders. Experience of managing a team of people.

Ability and willingness to undertake additional qualifications and obtain external accreditation and awards.

Strong written, verbal and IT skills including the ability to communicate clearly and concisely with all stakeholders.

Application Deadline and Interviews:

The deadline for applications is Wednesday 1st October 2025. Completed application forms should be emailed to the Town Clerk at sarah.foote@lowestofttowncouncil.gov.uk

Interviews will be held on Friday 10th October 2025.