Venue & Events Manager (Arch 842)

ABOUT THE ROLE

Full Time | On-Site | South London-based | Salary £38k-£40k, dependent on experience

Sauna Social Club brings people together through sauna and music, creating spaces that offer a meaningful alternative to London's drinking-led social culture.

Arch 842 is our dedicated events and community venue. Alongside the main sauna programming, the space hosts private celebrations, corporate events, facilitated wellness events, brand activations, and community partnerships.

We are looking for a commercially minded, highly organised Venue & Events Manager to take ownership of Arch 842 and develop it into a thriving and financially successful part of Sauna Social Club.

THE ROLE

The Venue & Events Manager will have day-to-day responsibility for the performance and management of Arch 842, reporting to the General Manager.

This is a hands-on role combining commercial development, sales, programming, partnerships, event delivery and venue operations. You'll be responsible for driving revenue and utilisation while ensuring that every event and session is delivered to an excellent standard and remains aligned with the Sauna Social Club ethos.

Arch 842 is still at an early stage of development, so this is an opportunity to build the venue and its operation from the ground up. Initially, you'll be the main person based at the venue, taking hands-on responsibility for its day-to-day operation while developing the programme, growing bookings and building the team around you.

Working under the General Manager, you'll have significant ownership of Arch 842 and the freedom to develop the venue. You'll work closely with the founders, marketing and wider venue team.

A key measure of success will be developing Arch 842 into a busy, financially successful and well-run venue with a strong pipeline of private bookings, partnerships and community programming.

As an events venue, regular evening and weekend work is an essential part of the role, with working patterns shaped around the bookings and programming calendar.

Commercial Ownership

- Own Arch 842's revenue and utilisation, working towards agreed targets.
- Convert inbound enquiries and proactively generate new private, corporate and community bookings.
- Manage the sales pipeline, including follow-up, repeat business and client relationships.

- Develop and refine packages, pricing, add-ons and commercial offers.
- Develop seasonal strategies to drive demand, particularly during quieter periods.
- Report monthly on revenue, pipeline, utilisation and conversion.

Programming and Partnerships

- Own the programming calendar across public events, private hire and community use.
- Develop partnerships and collaborations that grow Arch 842's audience, profile and revenue.
- Build strong relationships with facilitators, brands, and community partners.
- Develop and test new events and formats, evaluating what works commercially and creatively.
- Work closely with marketing to generate demand and promote the programme.

Operations

- Take hands-on responsibility for the day-to-day running and presentation of Arch 842.
- Lead the delivery of private hires, corporate bookings and programmed events, including venue set-up and pack-down.
- Open and close the venue as required by the bookings and programming calendar.
- Maintain excellent standards of cleanliness, presentation and organisation, working alongside our weekly cleaning provision.
- Manage stock, supplies and operational processes.
- Take ownership of day-to-day facilities and maintenance, resolving straightforward issues and escalating where appropriate.
- Continually improve the venue and customer experience using feedback and performance.

People Management

- Build the Arch 842 team from the ground up, recruiting, training and developing the operational team as programming and revenue grow.
- Plan staffing around the programming and bookings calendar.
- Set clear expectations and maintain high standards of performance, professionalism and customer service.
- Work with the General Manager to build a positive, supportive and accountable team culture.

H&S and Compliance

- Take operational responsibility for health and safety within Arch 842, working closely with the General Manager to maintain consistency across venues.
- Ensure risk assessments, COSHH, operational procedures and relevant documentation are maintained and followed.
- Ensure staff are appropriately trained and incidents are properly recorded and followed up.
- Ensure events and third-party activities operate safely and within venue policies, licensing and capacity requirements.

PERSON SPECIFICATION

We're looking for someone who combines commercial instinct with excellent operational judgement. You'll be equally comfortable selling the venue, developing its programme and leading from the front.

Essential:

- 2+ years' experience managing a venue, hospitality business, events space or similar customer-facing operation.
- A genuinely hands-on approach and willingness to get involved in all aspects of running a venue, from event set-up and operational problem-solving to sales and partnerships.
- Strong commercial awareness, with experience driving sales and working towards revenue targets.
- Experience planning and delivering excellent events and customer experiences.
- Strong relationship-building skills across clients, partners and collaborators.
- Experience recruiting, managing and developing a team.
- Excellent organisation and communication, both written and verbal.
- Availability to work a flexible schedule, including regular evenings and weekends.
- A high level of ownership, good judgement and attention to detail.
- A strong interest in sauna and community building.

We're particularly interested in people from hospitality, events, members' clubs and other commercially driven businesses.

APPLICATION PROCESS

Please send a covering letter and CV to Nikki at info@saunasocialclub.co.uk, including your current notice period.

We'll be reviewing applications and interviewing suitable candidates on a rolling basis, so early applications are encouraged.