

JOB DESCRIPTION: BOOKINGS AND VENUE COORDINATOR

Hours:	Full-time, 39hrs per week - Tuesday to Saturday from 1pm - 9.30pm
Reporting To:	Deputy CEO - Operations and Development Manager
Direct Reports:	-
Supported By:	Programmes and Services Manager, Fundraising, Communications, and Marketing Manager, Finance Manager, Cultural Programme and Events Manager, Front of House team, Cafe Team
Salary:	€34,779
Location:	Fully onsite, not eligible for remote working.
Term:	Permanent, full-time contract.
Apply By:	Submit a completed application form by email to vacancies@outhouse.ie by 11:59pm, Sunday 10th May 2026 .
Eligibility Criteria:	The successful candidate for this role must meet one or more of the CSP eligibility criteria to be eligible for appointment to this role found here

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Overview

Founded in 1997, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.
- **Culture** - experiencing creativity, heritage, discovery, and fun.
- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all our work, we are guided by the [values](#) of trust, respect, joy, inclusivity, and impact and grounded by our commitments to [equity](#) and [intersectionality](#).

We have an opportunity for someone to take up a position at the very centre of our work. Is this the role for you?

We are seeking a Bookings and Venue Coordinator to take up a central role in the day-to-day life of Outhouse LGBTQ+ Centre. This is a busy, hands-on role focused on generating income through venue hire, office rental, and event bookings, while ensuring that every person who walks through our doors experiences a space that is welcoming, safe, and well-run.

This role exists at the intersection of our social enterprise and our mission. You will play a key part in sustaining the organisation by growing revenue from our spaces, while also supporting access for LGBTQ+ community groups and organisations. It requires someone who can balance commercial awareness with a strong commitment to community and inclusion.

You will be responsible for managing bookings, building relationships with clients, and ensuring the smooth delivery of events and meetings from first enquiry through to completion. Alongside this, you will take a lead role in coordinating the day-to-day operations of the building, helping to ensure that the centre is functional, organised, and ready to meet the needs of a growing and diverse community.

This is a fast-paced environment where no two days are the same. The role will suit someone who is highly organised, detail-focused, and confident in managing multiple priorities at once. You enjoy working with people, communicating clearly, and finding solutions. You take pride in delivering a high standard of service and regularly go beyond what is expected.

You will also act as a trusted on-site lead during evenings and weekends, taking responsibility for the smooth running of the centre and supporting the wider team. This is a position of trust, where good judgement, accountability, and strong communication matter.

You will be joining a team that is building as it goes. This means change, pace, and problem-solving are part of the job. In return, you will have the opportunity to shape how the centre operates, test new approaches, and contribute to creating a space where LGBTQ+ people and communities can connect, organise, and thrive.

We are looking to grow activity and increase the use of our spaces, while improving customer experience, strengthening internal communication, and reducing operational issues. You will play a key role in delivering these improvements and setting a high standard for how the centre operates day to day.

Staff Benefits

Outhouse provides staff members various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life balance is central to our way of working. Some of these discretionary benefits and supports include:

- Paid time off, including 23 holiday days (pro rata), and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes.
- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).
- An Employee Assistance Programme (EAP) covering you and your loved ones 24/7, 365 days per year.
- Family flexible working hours.
- Tax saver tickets and a cycle-to-work scheme.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.

- Staff wellness programmes.
- A matched 5% employer pension contribution to your PRSA, commencing on completing your probationary period.

Role Purpose

The Bookings and Venue Coordinator role exists to generate social enterprise income from office rental, meeting room hire, and event bookings; deliver an exceptional client experience; and coordinate operations, ensuring the building is safe, functional, and welcoming at all times.

This role separates out the venue/commercial and operational function from event programming. It acts as a bridge between administration, facilities, and front-of-house operations, with a strong emphasis on coordination, ownership, and on-site presence.

The postholder will also act as an evenings and weekends team leader, ensuring smooth running of the centre outside standard office hours.

Key Responsibilities and Duties

Venue Hire & Bookings Management

- Provide quotations in line with agreed pricing structures and organisational priorities, maximising social enterprise revenue from the hire of offices, multi-purpose meeting and event spaces. This is a sales and delivery role with monthly, quarterly, and annual income targets.
- Act as the first point of contact for all venue hire, office rental, and space-use enquiries, maximising revenue opportunities and regularly exceeding revenue targets.
- Manage the full lifecycle of bookings, including:
 - Booking forms, contracts, and client communications
 - Scheduling and maintaining the venue booking system/log
 - Coordinating requirements such as room setup, catering, technical needs, and compliance (e.g. insurance, alcohol permissions)
- Raise and issue invoices and manage debtor follow-up to ensure prompt payment in coordination with the finance team.
- Build positive relationships with clients to encourage repeat bookings and increase community engagement, while managing a growing, sustainable book of business.

Venue Operations & On-Site Coordination

- Coordinate all logistical aspects of bookings and events to ensure smooth delivery, regularly exceeding client expectations.
- Liaise with customers and potential customers in advance to understand requirements and ensure readiness and delivery in line with customer requirements and expectations.
- Oversee room setup and turnaround, ensuring maximum utilisation of all rentable spaces and that they are consistently presented to a high standard, exceeding customer expectations.
- Act as on-site lead during bookings, as required, troubleshooting issues in real time to ensure a high-quality customer experience at all times.
- Liaise with reception and café teams to coordinate support and high-quality delivery for all events and bookings, placing the customer/patron experience at the forefront.
- Ensure adherence to health & safety, safeguarding, and operational procedures during venue use and hire.

Centre Operations & Facilities Coordination

- Take a lead role in the day-to-day operational functioning of the building.
- Coordinate repairs and maintenance, including:
 - Logging issues and prioritising actions with the Deputy CEO - Operations and Development Manager
 - Liaising with contractors (cleaners, plumbers, maintenance providers, etc.)
 - Scheduling works and ensuring completion
 - Monitor the condition of rooms, equipment, and shared spaces, ensuring they are safe and well-maintained.
 - Support basic supplier coordination related to facilities and venue operations.
 - Maintain simple tracking systems for maintenance, issues, and resolutions.

Duty Management (Evenings & Weekends)

- Act as the responsible on-site lead during designated shifts.
- Handle incidents, complaints, or operational issues in the moment and report to the Deputy CEO - Operations and Development Manager.
- Ensure the centre remains a safe, inclusive, and welcoming environment at all times.

Front Desk & Customer Experience Support

- Provide cover for reception as required.
- Welcome visitors and provide information and signposting.
- Ensure a high standard of customer service across all touchpoints.
- Support the smooth daily flow of the centre, particularly during busy periods.

Administration & Reporting

- Maintain accurate records of bookings, usage, and income.
- Support tracking of venue-related KPIs (e.g. utilisation, revenue, footfall, etc.).
- Prepare reports and summaries for management and Board review.
- Ensure documentation is organised and compliant with internal processes.
- Develop updates to standard operating procedures as required, and identify process improvements to maximise time utilisation and return on investment.

Note

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

Success in the Role

After 6-12 months, you will have:

- Consistently met or exceeded income targets from venue hire, office rental, and bookings
- Built a strong and growing pipeline of clients, with repeat bookings and positive relationships in place
- Delivered a smooth, reliable bookings process from enquiry through to completion, with clear systems and strong attention to detail
- Increased utilisation of spaces across the building, with improved scheduling and fewer gaps
- Established a high and consistent standard of customer service across all touchpoints
- Strengthened coordination between reception, café, and operations to deliver a joined-up experience for clients and community groups
- Reduced operational issues and incidents through strong on-site oversight, clear communication, and proactive problem-solving
- Put in place simple, effective systems to track bookings, income, maintenance issues, and performance

- Taken confident ownership of the centre during evenings and weekends, acting as a trusted on-site lead
- Contributed to a well-run, welcoming, and organised environment that supports both revenue generation and community use

Functional Competencies

Essential

- Experience in sales, booking, and management
- Excellent attention to detail
- Clear understanding of working with diverse communities and individuals
- Ability to review, analyse, and present financial reports
- Time management and a proven capacity for forward planning

Desirable

- A qualification in a relevant field or direct experience working in bookings management, hospitality, or event management
- Knowledge and experience of both sound and lighting engineering
- Experience using the Sage Accounting Package or equivalent
- High levels of initiative and the ability to work without direct supervision

Behavioural Competencies

Results Driven and Accountable

Focuses on delivering results; always concerned with achieving or surpassing goals and/or recognised standards of performance.

- Where appropriate, monitors progress on tasks; sets objectives and reviews realistic targets and goals for the team.
- Motivates self and the team to translate ideas into actions to achieve/ surpass expectations.
- Puts processes in place to ensure results can be achieved.
- Actively seeks to understand reasons for obstacles and to find ways to overcome them.

Building and Maintaining Relationships

Builds and maintains relationships with a network of people. Recognises the two-way nature of relationships and works to develop mutually beneficial partnerships. Interacts with others in a manner that builds respect and fosters trust.

- Actively nurtures existing formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests and areas of expertise.
- Ensure a high standard of service delivery is maintained to maximise relationships.
- Builds relationships with people where it is mutually beneficial to both parties.

Attention to Detail

Is thorough and precise when accomplishing a task showing concern for all aspects of the job, developing detailed plans, and accurately checking processes and tasks.

- Understands the need for close attention to detail in delivering a quality service.
- Provides information on a timely basis.
- Double-checks the accuracy of information.
- Ensures all work is delivered to an acceptable level of quality.

Organisational Awareness

Understands Outhouse's objectives, strategic focus and functions; understands how the organisation works; possesses a sound understanding of the organisation's stakeholder population, patrons, and the services provided.

- Shares knowledge of organisation policies, procedures and protocols with colleagues and team.
- Has a good understanding and knowledge of Outhouse's key objectives, functions, and strategic focus and how they (and the team) contribute to it.
- Can see how their role and the services they provide contribute to meeting the needs of the LGBTQ+ community.

Teamwork

Has the ability and desires to work cooperatively with others, collaborating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos. Willing to participate as a member of the team.

- Encourage others to share ideas and participate in the team's discussions and decisions.
- Monitors team members' experience to ensure they are experiencing sufficient support.
- Is regarded as someone to go to for support.
- Shares work out equitably and fairly.

- Enlists the active participation of everyone to ensure team goals are achieved within the context of the role.

Resilience

Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations.

- Can recover from setbacks, maintaining a positive attitude, motivation and a balanced perspective.
- Remains calm and manages own emotions effectively when faced with complex, challenging, or ambiguous situations.
- Has the strength to own mistakes, learn from errors and work on improvement.

Flexibility and Adaptability

Works effectively within various situations with individuals or groups. Adapts one's approach as the requirements of a situation change; adjusts tasks and priorities when necessary. Accepts that changes in one's role may be required from time to time.

- Supports others during change.
- Foresees and plans for obstacles faced by or within the team.
- Shifts strategy or approach in response to the demands of a situation.
- Implements new approaches and initiatives when necessary to meet new standards and adapts easily to new ways of doing things to improve operations performance.

Key Relationships

Internal	External
Operations and Development Manager Reception Staff Hospitality Services Manager Fundraising, Comms, and Marketing Manager Cafe Staff Volunteers CEO	LGBT+ Community Groups Customers

Overview of Practical Arrangements

Hours and place of work

Full-time, 39 hours per week, Monday – Saturday. **Due to the nature of the organisation's work and the needs of the clients we support, this role requires a high degree of flexibility, including regular evening and weekend work. The position operates on a core schedule of Tuesday to Friday, 1:00pm to 9:30pm, and Saturday, 11:00am to 6:30pm. Some variation to these hours may be required from time to time to ensure service needs are met.**

Holidays

In addition to the usual public holidays, the annual leave for this position is 23 days per annum (pro-rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to privacy@outhouse.ie, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidates data held by Outhouse.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel, and no future offers of appointment will be made.

Submitting an Application

Please submit a completed [application form](#) before the **deadline for application on Sunday 10th May at 11.59pm**

Applications should be submitted by email to vacancies@outhouse.ie

We will inform candidates who have been successfully shortlisted in the following weeks. We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. Please do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur the week commencing 24 February 2025 at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on any days that week, please state so clearly on your application form.

Candidates should note that canvassing will disqualify them.

Funding

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