

Job Description
EVENT COORDINATOR
ISAAC THEATRE ROYAL



DISTINGUISHING FEATURES:

The fundamental reason of this role is to assist the theatre management with

the running of functions, performances and day to day running of the theatre. This role will include liaison between clients, the public and theatre management and theatre staff prior to and during events to ensure that facilities, equipment, physical setup and personnel provided meet the requirements of the event and the client's contractual agreements. You will have responsibility to and be under the direction of both the Theatre Management.

Tasks will also include the Event Coordination for shows when assigned by Theatre Management. Work is performed under the general direction of the Theatre Management but also has a fundamental responsibility to the public and patrons and in turn extending to casual staff, clients and contractors, when necessary.

ESSENTIAL FUNCTIONS:

- Manage, with the assistance of theatre management, the rostering of casual workers including ushers; bar staff; alarm monitor and front of house security for all events held at the theatre
- Manage the 'Royal Supper Club' bookings
- Assist with the Priava booking database of events and input, retrieve and update event setup information.
- Assist the Theatre Management with the synchronisation of stage and front of house activities;
- To build and maintain smooth and effective relationships between departments, to enable a free flow of information and resources for efficient operation.
- Coordinate on event days to ensure the smooth running of the show or function, oversee the foyer and auditorium entry process with FOH Manager and staff;
- Prepare run sheets of hirers requirements such as technical, merchandise, ticketing and catering needs; for distribution to staff
- Coordinate opening night / interval and client receptions and functions including sponsors, producers, festivals, weddings, corporate functions etc to ensure all event related services are delivered to a consistently high standard..
- Performs support duties to Theatre Management associated with final settlement of events, such as tabulating charges for preparing final invoices; staff hours for payroll;
- Develop theatre promotion, social media and public relations in collaboration with the marketing team
- Update and maintain theatre website
- Assist with the design and production of basic in-house graphics and assist in writing the copy for print ads, brochures, programs and other theatre related materials;
- Read over the FOH Manager's event reports after each show or function, noting any significant problems; maintenance or notes and disseminating this information to the relevant staff member

- Payroll preparation in liaison with Theatre Manager;
- Attendance at operations and marketing meetings and minute taking as required;
- To work collaboratively with other team members, Isaac Theatre Royal staff and any committees or Boards;
- Assist the promotion of community support for ITR activities through personal contacts, promotions and public relations;
- Assist the Theatre Management with general correspondence and administrative needs;
- To always work with the intention of looking for better or new ways of doing things, of improving systems wherever possible and of exploring with others, new ideas outside and inside the organisation;
- Maintain with the archiving of all production materials with Theatre Manager;
- General correspondence with clients, customers, suppliers and patrons;
- Any other tasks as may be reasonably requested by the Theatre Management from time to time.
- Report needed maintenance, repairs and improvements to Theatre Manager to ensure that the theatre is maintained in an orderly, clean, sanitary and safe condition;

Required Knowledge, Skills and Abilities:

Knowledge of:

- Event Coordination
- Dealing effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness;
- Social Media and development of database communications;
- Operating procedures of a theatrical, or other public use facility;
- Principles and practices of supervision;
- Basic accounting principles;
- Marketing and promotional procedures;
- Public relations and administration;
- Prioritise tasks and multi-task.

Ability to:

- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting;
- Produce written documents with clearly organised thoughts using proper sentence construction, punctuation, and grammar;
- Establish and maintain effective work relationships with those contacted in the performance of required duties;
- Create and develop of promotional and marketing materials;
- Communicate effectively in both oral and written form;
- Perform basic arithmetical calculations with speed and accuracy;
- Work as part of a team and occasionally take on additional tasks not necessarily detailed in the job description to promote team spirit and a 'can do' attitude;
- Maintain a flexible schedule with ability to work outside of normal office hours;

- Demonstrate an understanding of, sensitivity to and appreciation for, the diverse ethnic, socio-economic, disability and gender diversity of patrons, clients and staff;
- Adopt and promote Health & Safety practices and work safely without presenting a direct threat to self or others.
- Understand graphic instructions such as maps, schedules, layouts, setup plans or other visual aids;

Additional Requirements:

- Individuals ideally will possess a valid driver's license and have an acceptable driving record;
- Employees in this role understand they will work irregular hours, including evenings, public holidays and weekends;
- Ensure that customers receive an efficient and welcoming service and that their comfort and safety are guaranteed at all times;
- A social, responsible and friendly attitude.

ACCEPTABLE EXPERIENCE AND TRAINING:

Knowledge and experience in assisting a variety of events or functions and activities at a theatre, hotel, or other large public use facility and a good knowledge of administration, theatre facility management, or a related field.

Person Profile

Essential

1. Experience within the hospitality or theatre industry (which may be in a different type of role);
2. Communications, sales or marketing experience;
3. Excellent communication skills
4. High level of customer service skills
5. A creative individual who can think laterally and be inventive in order to achieve results;
6. Highly IT-literate and confident with strong social media knowledge
7. Experience with and understanding of e-marketing and e-communication possibilities, tools and techniques;
8. Excellent writing skills;
9. Good use of Microsoft Word, Powerpoint & Excel and some database experience as a user;
10. Extremely good attention to detail;
11. A flexible attitude with an organised and logical approach;
12. A desire to take responsibility and a working style that demands you complete and bring to fruition your projects and tasks in the required timeframe;
13. A confident and approachable manner with a caring and sympathetic attitude;
14. A good and patient communicator, able to enthuse and convince;
15. An enquiring mind, always looking for the best way possible;
16. Experience of administrative work.
17. Willingness to work in a small and busy team.

Desirable

1. Experience of basic PC design, ordering and reviewing printed materials and working with designers/printers;
 2. Experience/understanding of advertising and promotions;
 3. Experience of writing copy;
 4. An aptitude for and interest in the use of IT and social media as a business solution;
 5. Experience of working in an arts organisation;
 6. Experience of communication with artist management, artists, producers and agents;
 7. Experience of working with casual staff and/or volunteers.
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Deadline for entries: Midnight on 27th July 2017

Interviews: Interviews will take place week commencing the 31st July 2017. Skype interviews will be accepted, where applicable.

Please send your CV and a covering letter detailing your relevant experience relating to the job description to:

Freya Alexander, Event Delivery & Client Relations Manager – freya@itr.co.nz