

The PumpHouse Theatre

Venue Operations Coordinator Draft Position Description

Hours of work	Minimum 40 hours per week.
Reports to	Business Manager
Salary Range	To be confirmed

Purpose of this role

The Venue Operations Coordinator ensures The PumpHouse Theatre is a welcoming place for people to visit. The venue should be safe, well-maintained, clean and free of rubbish.

The role is varied and requires someone with a broad range of skills. This is an active role and may require the use of equipment, mobile scaffolding, ladders and some lifting. Experience and knowledge of undertaking building repairs and maintenance is essential.

The Venue Operations Coordinator must have good customer services skills and be able to liaise with a number of stakeholders (e.g. Auckland Council officers and departments) to report and remedy any issue relating to areas of Auckland Council responsibility.

Key Accountabilities	Key Tasks	Success Indicators
<p>Fire Safety and Security</p> <p><i>The PumpHouse Theatre is a safe place to visit for patrons and performers</i></p>	<ul style="list-style-type: none"> • Monitor, identify and report any health and safety risks inside or outside the building. Liaise with the Business Manager to minimise or eliminate any identified risks • Ensure the Hazard Register and other health and safety related documentation is kept up to date • Ensure all access ways and fire exits are clear at all times. Ensure hirers follow all health and safety requirements • Check and report any errors with the security system, fire monitoring system, emergency lighting and associated equipment • Liaise with relevant contractors to test and maintain safety equipment • Respond to alarm monitoring call-outs as necessary • Record and report on any security, health and safety or accident incidents 	<ul style="list-style-type: none"> • All Health and Safety incidents (including near misses) are recorded as soon as they are notified to The PumpHouse • All identified hazards are recorded and responded to within 24 hours • The Hazard Register is updated on a monthly basis and displayed prominently around the building • All equipment has been checked and tested to ensure it meets relevant safety standards at all times • Summary reports and provided to the Business Manager by the second Monday of the month • Monthly audit procedures are completed to document that all Health and Safety procedures being followed

Key Accountabilities	Key Tasks	Success Indicators
<p>Building checks and cleaning <i>The PumpHouse Theatre is a welcoming place for people to visit.</i></p>	<ul style="list-style-type: none"> • Clean the interior areas of the building including toilet areas, the office area, the foyer, theatre and backstage areas. Vacuum, dust, mop and sanitise as necessary. • Ensure the exterior of the building is clean, tidy and free of rubbish. • Liaise with Auckland Council staff where necessary to facilitate building maintenance • Ensure the outdoor garden areas are well maintained and free from rubbish and weeds • Ensure the Amphitheatre area is clean and tidy, the seating area is safe and that the area is water blasted on a regular basis. Ensure the garden areas are well maintained and free of weeds • Check the building and surrounding area for broken windows, signs of attempted break-ins, graffiti or vandalism and report to Auckland Council and the Police as necessary • Put rubbish, recycling and cardboard out on the designated day. Ensure wheelie bins and rubbish awaiting collection is stored securely away from public view • Liaise with and support any contractors, volunteers or other groups undertaking work on site. Ensure contractors undertake work at times that do not interfere with hirers • Monitor cleaning supplies and consumables and advise the Administrator when a new order is necessary 	<ul style="list-style-type: none"> • Observation of the building by the Business Manager that it is clean, tidy and well maintained at all times • Issues reported to Auckland Council are recorded using an appropriate tool and followed up • Rubbish and recycling is well-controlled and collected on the appropriate day • Cleaning suppliers are always in stock and purchases are within budget • Positive feedback from hirers and audiences about well kept, safe premises
<p>Building maintenance <i>The PumpHouse Theatre is well maintained</i></p>	<ul style="list-style-type: none"> • Undertake general building maintenance tasks as required such as changing light bulbs, repairing minor damage, painting, mounting shelving on walls and similar tasks • In conjunction with the Business Manager, obtain quotes for larger maintenance projects • Supervise volunteers and other groups of people assisting with building maintenance 	<ul style="list-style-type: none"> • Quotes are obtained from contractors for large jobs and received approved from the Business Manager before going ahead • The building is observed to be generally in a good state of repair, with maintenance tasks completed to a high standard

Key Accountabilities	Key Tasks	Success Indicators
Technical Equipment Maintenance <i>The theatre's technical equipment is in good working order</i>	<ul style="list-style-type: none"> Design, rig and maintain the venue's standard lighting and sound setup Ensure all venue equipment is well maintained and complies with relevant testing requirements 	<ul style="list-style-type: none"> Standard rigs are fully documented All equipment is in good working order and has the necessary tags or safety checks completed
Hirer Liaison <i>Users of The PumpHouse Theatre are supported and have access to the equipment they need</i>	<ul style="list-style-type: none"> Project manage technical venue requirements from hirers and ensure these needs are met on pack in. Ensure seating, curtains, lighting and sound equipment is setup according to hirer requirements and returned to the standard configuration at the end of a hire period Ensure all materials, equipment and rubbish are removed when a hirer leaves Ensure Health and Safety information is received from Hirers, arrange alarm codes and keys for hirers, conduct health and safety briefings as required Ensure all keys are returned and alarm codes reset 	<ul style="list-style-type: none"> Technical requirement documents and sent at least two months before each hire period Show reports are completed for single-day hires Handover meetings are arranged with hirers at an appropriate time before pack-in and all Health and Safety documentation is completed Alarm code and key allocations are correctly recorded
Other duties	<ul style="list-style-type: none"> Ensure all visitors to The PumpHouse receive excellent customer service Complete any further duties requested by the Business Manager 	<ul style="list-style-type: none"> Positive feedback from visitors to The PumpHouse

Key Competencies	
Relationship Management	Represents The PumpHouse and its hirers with enthusiasm. Proactively builds and maintains productive working relationships with a range of stakeholders. Has an awareness of the needs of diverse communities and responds appropriately.
Communication	Has a good level of written and verbal communication skills such that interactions with stakeholders are at all times professional and polite. Open, honest and confident in public settings. Willing and able to interact with stakeholders.
Team Work	Contributes to and supports the aims of the North Shore Theatre and Arts Trust Board. Empowers and supports colleagues and Board members by working together collaboratively with a solution focus.
Technical Knowledge	Expertise using theatre lighting and sound equipment. Skilled in the use of hand tools and power tools and familiar with working at heights and on ladders. An understanding of health and safety and first aid is essential.