



## **2025 POSITION DESCRIPTION**

### **VEUNE HIRE COORDINATOR**

#### **PURPOSE**

The Venue Hire Coordinator manages the hire process for our venue hire customers from start to finish.

They encourage venue bookings, provide information about services and pricing, manage the venue hire process and finalise payments upon completion. They also lead our casual team, ensuring sufficient staff are available and trained to meet the needs of our hirers.

The Venue Hire Coordinator works approximately 20 hours per week, at times and on days that meet the business needs of The PumpHouse and our venue hire customers. From time to time this may include evenings and weekends.

#### **DUTIES & RESPONSIBILITIES**

##### **Venue Hire Coordination**

- Respond to venue hire enquiries, host site visits, provide quotes and availability information, and manage the booking calendar to maximize utilisation.
- Arrange deposit invoices and obtain initial pre-production and ticketing information from venue hire customers.
- Liaise with other team members and share information to deliver venue hire customer requirements (e.g. ushers, technical setup), and undertake venue inductions and key handovers once all required information is received
- Liaise with venue hire customers during their hire period to ensure they have all the resources they need, respond to any issues or concerns.
- Complete post-show reporting and reconciliations and liaise with the Administrator to finalise payments.
- Liaise with the Community Engagement Coordinator to schedule PumpHouse produced events in the calendar and provide appropriate staff support.
- Assist the Business Manager managing key relationships with strategic partner venue hire customers

##### **Team Leadership**

- Recruit and train all casual staff (with support from the Venue Technician and Box Office and Marketing Coordinator), and in conjunction with the Business Manager.
- Ensure sufficient staff are available to meet venue hire customer needs during their hire period
- Undertake regular (at least monthly) one-on-one meetings, and regular coaching and training with casual staff
- Share expertise, best practice guides and information about the venue with venue hire customers and other staff.

## **Event Coordination**

- Host corporate events as part of The PumpHouse Theatre's sponsorship program.
- Assist with coordinating Board events – e.g. Celebrations and AGMs

## **Reporting**

- Provide weekly updates on progress, issues and future plans at team meetings.
- Collect and analyse customer feedback to inform service improvement and respond to organisational KPIs

## **GENERAL DUTIES & RESPONSIBILITIES**

- Represent The PumpHouse and its hirers with enthusiasm. Proactively build and maintain productive working relationships with a range of stakeholders.
- Contribute to and support the aims of the North Shore Theatre and Arts Trust Board. Empower and support colleagues and Board members by working together collaboratively with a solution focus.
- Demonstrate through your own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.
- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this Job Description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business' best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.

## **SKILLS, EXPERIENCE & EDUCATION**

### **Required**

- An awareness of the needs of diverse communities and responds appropriately.
- An understanding of planning and efficient time management and the ability to develop systems and documentation that support their day-to-day role, and one-off projects
- A good level of written and verbal communication skills such that

### **Preferred**

- Prior experience in an event management and/or a sales focused role
- Previous experience working in a theatre environment, either at a professional or community level.

interactions with stakeholders are at all times professional and polite.

- Ability to be assertive to ensure PumpHouse Theatre policy and procedure is followed when necessary.
- Able to interact confidently with stakeholders and to work collaboratively with team members.
- A good knowledge of theatre production sufficient to be able to support both professional and community-based customers
- Be flexible to work outside of traditional working hours, recognising that many of our customers are only available evenings and weekends.

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