

JOB DESCRIPTION

Title	Theatre & Events Coordinator
Based at	Papa Hou, 4 Rolleston Avenue, Christchurch
Reports to	Chief Operating Officer
Works with (internal)	Black Box Theatre and venues team Food & beverage and kitchen teams Hotel Give bookings team, for delegate and touring company accommodation Marketing & Administration team Other Kind Foundation staff
Works with (external)	Producers, promoters, directors and production companies Performing arts companies, schools and community groups Corporate and conference clients, and event agencies Audiovisual, technical and security suppliers Other external suppliers
Mission	Making a positive difference every day

Job Purpose

The Theatre & Events Coordinator is the operational heart of the Black Box Theatre. The role converts enquiries into confirmed bookings, coordinates every detail of an event from first contact through to bump-out, and makes certain that performers, producers, conference clients and community hirers all have a professional and well-organised experience.

This is a hands-on coordination role in a working theatre. It suits someone who understands how performance venues operate, who can hold a credible technical conversation with a producer, a stage manager or a conference organiser, and who takes pride in the fact that nothing was missed.

Overview of Papa Hou and Hotel Give

The Black Box at Papa Hou is a purpose-built performance and function venue in central Christchurch, directly opposite the Botanic Gardens. It seats 240 theatre-style across a retractable Kotobuki seating system, with a 382 square metre sprung hardwood floor, eight full-width rigging beams suitable for circus and aerial work, in-house lighting and sound, a large-format laser projector, a purpose-built green room and dressing rooms, and a fully licensed lobby.

The theatre hosts a wide range of work, including drama, dance, musical theatre, comedy, music performance, showcases and rehearsals, alongside conferences, workshops, presentations and corporate events. It can be configured for traditional theatre, cabaret, banquet, runway and standing formats.

Onsite catering, a commercial kitchen and the Atawhai Café are available to hirers within Papa Hou. Accommodation for out-of-town delegates and touring companies can be arranged separately through the Hotel Give bookings team.

The Black Box is owned and operated by The Kind Foundation, a charitable trust that has been operating in Ōtautahi for more than 160 years, running early learning centres, youth programmes, outdoor education camps, fitness centres and community recreation facilities. Every hire of the theatre supports that work.

Key Tasks

1. Enquiry response and booking coordination

- Act as the first point of contact for all hire and event enquiries for the Black Box Theatre.
- Respond to every enquiry promptly and professionally by email, telephone and through our online booking channels, working to an agreed response time standard.
- Identify what the client actually needs, recommend the right configuration and format for the space, and prepare accurate quotations.
- Host site visits and venue tours for prospective hirers.
- Recommend and upsell relevant additions, including catering, daily delegate packages, catering, bar service in the lobby and audiovisual support.
- Work with the Hotel Give bookings team to manage accommodation for out-of-town delegates and touring companies, so hire enquiries convert into room nights as well.
- Confirm bookings, issue contracts, and ensure all documentation is completed and returned before the event.
- Maintain clear communication with clients before, during and after their booking.

2. Event and production coordination

- Build accurate run sheets and event schedules for every confirmed booking, and distribute them to all internal teams in good time.
- Coordinate bump-in and bump-out schedules, rehearsal times, technical rehearsals and performance times, and manage the turnaround between bookings.
- Coordinate seating configuration requests with the venues team.
- Arrange front of house staffing, security, cleaning and any additional resource required for each event.
- Coordinate catering and bar requirements with the kitchen and food and beverage teams.
- Be present on site for key events, welcome the client and their team, and be the point of contact while the event is running.

3. Technical coordination and venue specification

The Black Box does not have a dedicated venue technician. This role is the bridge between what a hirer wants to achieve and what the venue can deliver, and technical fluency is essential to it.

- Discuss technical requirements confidently with producers, stage managers, technical managers, presenters and conference organisers, and translate what they need into what the venue can provide.

- Interpret technical riders, plots and specifications, identify anything the venue cannot meet in-house, and raise it early rather than on the day.
- Maintain and issue the venue technical specification, and keep it accurate as equipment changes.
- Advise hirers on our lighting, sound, projection, drapes and rigging capability, and on what is included in the hire rate as against what must be brought in or hired separately.
- Determine when a booking can be self-operated by a competent hirer and when it must be referred to our preferred audiovisual suppliers, and coordinate those suppliers and their quotes.
- Arrange sign-off meetings where a hirer intends to use their own audiovisual operators, and confirm that any major reconfiguration will be returned to house state at the hirer's cost.
- Manage rigging enquiries, including circus and aerial work, confirming that any flying rigging is set up by an appropriately qualified person and that the process and risk are clearly understood by the hirer.
- Check the practical detail that derails events: power requirements, presentation connectivity, sound level limits, hearing assist, comms and backstage paging, load-in access and floor protection.
- Ensure hirers understand and comply with our health and safety requirements, drawn from New Zealand legislation and the Guide to Safe Working Practices in the New Zealand Theatre and Entertainment Industry.

4. Booking administration and financial processing

- Maintain accurate records of all bookings, payments and invoices.
- Process deposits and final payments, ensuring financial accuracy.
- Follow up on outstanding payments and debtors.
- Administer applications for our community and not-for-profit discounted rates against the published criteria.
- Prepare booking summaries and reports for internal use.

5. Internal coordination and communication

- Provide the wider hospitality team with clear, timely information about upcoming events, special requirements and client expectations.
- Attend and contribute to weekly operations meetings, and resolve scheduling conflicts before they reach the client.
- Liaise with the hotel & hospitality team to coordinate logistics.
- Work with the Hotel Give bookings team where a hirer needs accommodation, so that delegates and touring companies are looked after even though the hotel is booked separately.

6. Systems, calendar and reporting

- Maintain the theatre booking calendar so that availability is accurate at all times and provisional holds are actively managed rather than left to expire.
- Maintain booking records and support the ongoing use and improvement of our booking and property management systems.
- Track enquiry volume, conversion and occupancy, and report on these monthly.

7. Client experience and venue promotion

- Provide excellent service so that hirers return, and actively seek the rebooking at the end of a successful event.
- Gather post-event feedback and identify opportunities for service improvement.
- Support theatre marketing activity in partnership with the Marketing team, including keeping venue listings, rate information and collateral accurate and current.
- Maintain a tidy, well-presented theatre and lobby that reflects the standard of the organisation.

8. Other

- Assist with theatre and lobby set-up and the delivery of smaller bookings where required.
- Other reasonable duties within the scope of the role.
- Be part of a much bigger organisation in The Kind Foundation, with opportunities to contribute to other projects from time to time.

Core Skills required

- Excellent written and verbal communication, with the confidence to deal directly with producers, technicians, corporate clients and community groups.
- Technical fluency in a performance venue context: comfortable with the language of lighting, sound, projection, rigging, staging and drapes, and able to hold that conversation credibly without needing it translated.
- Sound judgement about what a venue can and cannot deliver, and the confidence to say so early and clearly to a client.
- Strong organisational skills, with genuine attention to detail and the ability to hold multiple events in mind at once.
- Calm and solutions-focused under pressure, particularly on event days.
- Able to self-manage, prioritise and work to deadlines without close supervision.
- Commercially aware, comfortable quoting, upselling and following up on payment.
- Collaborative, approachable and confident to initiate conversations across teams.
- Models positive behaviour and attitudes, working in line with The Kind Foundation core values.
- An understanding of Tikanga Māori and the principles of Te Tiriti o Waitangi.
- Understands the Vulnerable Children's Act and The Kind Foundation's stated objective to be a child-safe organisation.

Qualifications / Experience

Essential

- At least two years of experience coordinating events, venue bookings or productions in a performance or live event environment.
- A working understanding of theatre technical practice, gained through production, stage management, technical, front of house or venue coordination experience. Applicants should be able to describe how they have used this in practice.
- Able to read and interpret a technical rider or specification, and identify what a venue can and cannot deliver against it.

- Familiar with the vocabulary and workflow of a performance venue: bump-in and bump-out, technical and dress rehearsals, plots and cue lists, staging and drape configurations, and front of house operation.
- Confident with booking systems (preferably Opera Cloud), calendars and the Microsoft Office suite.
- Experience handling quotes, invoices, deposits and payment follow-up.
- Clean police record, confirmed through our pre-employment vetting process.

Desirable

- Hands-on experience operating theatre lighting or sound systems, or programming a lighting console.
- Familiarity with equipment of the type installed here, including a Roadhog or comparable lighting console, a Soundcraft or similar sound desk, LED profiles and fresnels, wireless microphone systems, hazers and large-format projection.
- Understanding of rigging practice, including circus and aerial requirements, and of the qualifications and controls that apply to them.
- Working knowledge of the Guide to Safe Working Practices in the New Zealand Theatre and Entertainment Industry.
- Background in theatre, performing arts, festivals or live events, whether professional, community or through study.
- Existing relationships within the Christchurch arts, events or business events community.
- Experience with venue or event management software.

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a Child Safe environment for all children who come into contact with us.

The Kind Foundation Statement on Career Development:

The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other Kind Foundation departments.

Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.

Employee Signed: _____ Date: _____
Employee to please initial each page