



Job Title	CRM (Tessitura) Manager		
Team	Finance	Terms of Engagement	Individual Employment Agreement. Permanent, full time
Reports To	CFO	Hours of Work	40 hours per week, flexible on all days of the week and times
Date	October 2021	Tier	4

Purpose of the Role	To manage all aspects of implementation and training for the Tessitura CRM system, ensuring it is optimised to support and drive all customer relationships for The Court Theatre and its colleague entities.
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The Court	<p>Hidden in Christchurch’s suburb of Addington is New Zealand’s largest theatre company. In its post-earthquake refuge “The Shed” – an old grain shed – is a magical world of happiness, laughter, drama and intrigue. Inside the walls of “The Shed” is a diverse and dynamic company of 60 permanent staff plus hundreds of artists and artisans who produce 19 productions each year. Over 150,000 ticket buyers enter The Court each year to feast on the varied offering of theatrical works, all created and produced on-site.</p> <p>The Court has matched the ever-diversifying Christchurch population and creates and supports work for everyone in our community including children and families, for the Tangata Whenua and for Christchurch’s growing Pasifika communities. We have a strong education programme and we support new writing for theatre.</p> <p>The Court Theatre is your theatre. Whoever you are. Come and be part of our team.</p>
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Our People	Our people are resilient and flexible learners who are highly skilled team players.
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Our Vision & Values	<p><u>The Court Theatre’s Vision</u> – The Court Theatre is your theatre, whoever you are.</p> <p><u>The Court’s Artistic Vision</u> – To provoke stirring reactions through great theatre experiences that question and celebrate our humanity.</p> <p><u>Maiaatanga – Courageous</u>: We work fiercely and bravely, knowing that reward requires risk. We are not afraid to push into the unknown</p> <p><u>Manaakitanga – Welcoming</u>: We make all who come to The Court welcome. The Court is an inclusive place to gather. We are respectful</p>
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	<p><u>Whanaungatanaga – Belonging:</u> We are whanau. We celebrate diversity. We share experiences</p> <p><u>Kotahitanga – One Team:</u> We work together as one team for The Court</p>
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Key Responsibilities	
<p>The new CRM system Tessitura is in its implementation stage and key responsibilities are consistent with this phase. The incumbent acknowledges that once the system is implemented, a number of key responsibilities will change and there will be a requirement to re-establish the direction of this role which will be done through agreed KPIs. For the following 6-12 months, the direction for the role will be:</p>	
<ul style="list-style-type: none"> • Work collaboratively with the Tessitura team to ensure the successful implementation of all Tessitura products and services. • Act as The Court's primary representative in the broader Tessitura community and ensure best practice in the daily use of the CRM - Manage the transfer of data from the old database into Tessitura, with robust hygiene policies to ensure and maintain data integrity. • Support all Managers in the creation of comprehensive and ongoing reports for sales analysis and the impact of their work. • Work with the wider fundraising team to support their work in data mining, stewardship, and recurring donations. • Support the work of The Friends in growing the membership and providing returns to members. • Support the work of The Court Foundation principally in data mining for bequest opportunities. • Working with key box office personnel, build the sales functions in Tessitura for all programmes and events at The Court. • Write, implement and maintain internal CRM protocols and maintain CRM security. • Training all users in the effective use of this significant CRM system, creating bespoke dashboards and understanding fully the strategic direction of The Court. • Work with the Customer Experience Team to ensure patrons are well supported and their needs are met. • Comply with all health and safety regulations. • Abide by all policies and procedures of The Court Theatre and ensure that these are adhered to. • Ensure adherence to the Health and Safety at Work Act 2015, and all other relevant legislation. • Any other duties as required by the Chief Financial Officer and/or Chief Executive . 	

Core Competencies	
Leading & Supervising	<ul style="list-style-type: none"> • Providing direction and coordinating action • Supervising and monitoring behaviour • Coaching

	<ul style="list-style-type: none"> • Delegating • Empowering staff • Motivating others • Developing staff • Identifying and recruiting talent
Deciding and initiating action	<ul style="list-style-type: none"> • Making decisions • Taking responsibility • Acting with confidence • Acting on own initiative
Organising and executing	<ul style="list-style-type: none"> • Setting objectives • Planning • Managing time • Managing resources • Monitoring progress
Adapting and coping	<ul style="list-style-type: none"> • Coping with pressure • Showing emotional self-control • Balancing work and personal life • Maintaining and positive outlook • Handling criticism