



Job Title	Venue and Customer Manager		
Team	Venue and Customer	Terms of Engagement	Individual Employment Agreement. Permanent, full time
Reports To	Executive Director	Hours of Work	40 hours per week although flexibility will be required
Date	November 2024	Tier	2

Purpose of the Role	<p>To ensure the smooth and highly effective management, maintenance and flow of the venue through professional planning, compliance, management and administration of all operational activities inline with budgets and company strategy.</p> <p>The Venue and Customer Manager is a new role for The Court Theatre and will play a crucial role in establishing successful and effective practices for the organisation in our future home located in the CBD of Ōtautahi Christchurch. The Venue and Customer Manager will oversee the set up and smooth running of the day to day venue management and facilities.</p> <p>The ideal candidate for the role will have experience working in a fast paced venue environment, with complimenting departments, each with unique demands. The ideal candidate will also have a passion for keeping the venue up to the standards required of the relevant authorities, the company and the industry.</p> <p>The role will usually be site based and will occasionally require work on evenings and weekends where necessary. It's important that you are adept at building great relationships as you'll be in day to day contact with different department teams and venue clients. You'll also be responsible for ensuring all shows and customer events run in line with the venue's policies on the day so it's essential you have a strong understanding of Health & Safety best practice.</p> <p>To be a great fit with the team you'll be friendly, ready to really get stuck in and love being in the thick of an event. On the flip side you'll be a multitasker and an administrative whizz who can juggle multiple projects and isn't easily flustered. You'll expect to be working hours that flex with the needs of the business.</p> <p>The Venue and Customer Manager is a member of the Senior Leadership Team.</p>
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The Court	<p>The Court Theatre has been creating and sharing live theatre with audiences from across Ōtautahi and Waitaha for more than 53 years. Each season typically features 15 – 20 productions including commissioned works, New Zealand and Australasian premieres, contemporary through to classic drama as well as comedies, improvised comedy and musicals and a recent addition, the Rainbow Theatre Weekend. This year more than 80,000 patrons are expected to attend a Court Theatre performance.</p> <p>As a producing Theatre Company, Court Theatre is supported by a team of 40 permanent staff plus many artists and artisans dedicated to creating and staging theatre experiences of the highest quality. It is the proud home of The Jesters as well as the Youth Company and Jesters Youth Company.</p> <p>The Court delivers an annual Education, Learning and Engagement programme which offers training and performance opportunities to people of all ages. The Court is committed to theatre as a platform to enhance wider social outcomes and for providing opportunities for voices to be celebrated and uplifted that otherwise may be overlooked.</p> <p>At the beginning of 2025 The Court Theatre will be moving into their permanent new home in the heart of the city. This brand-new, purpose-built facility will open up new possibilities for The Court Theatre both in the way it works and the way it engages with the communities of Ōtautahi Christchurch.</p> <p>The Court Theatre is poised to begin the next exciting stage in its history and continue to play a significant part in the creative and cultural stories of Ōtautahi.</p>
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Our People	<p>The Venue and Customer Manager will oversee a team of six permanent employees as well as additional contractors and large force of volunteers.</p>
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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>Maiatanga – 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> <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

Day to day operations

- Understand and implement the venue's operational best practice and ensure these standards are always upheld.
- Manage the venue maintenance, security, facilities and compliance budget, contracting agencies and service providers to carry our relevant work.
- Ensure the venue is secure and well maintained to reflect our high standards, and promote a positive, professional and safe environment.
- Ensure schedules and inspection dates are met on time and manage any resultant maintenance.
- Collaborate with the landlord and neighbouring tenants as required.
- Liaise with venue departments to ensure they are aware of any statutory responsibilities or practices that need to be in place.
- Engage casual labour and contractors as required, taking an active interest in monitoring the overall quality of their work
- Understand the venue's staffing and service requirements for security, cleaning, crew and stewarding.
- To assist in creating and developing processes and procedures for use internally, by suppliers and clients to ensure that planning and communication between all parties is smooth and effective.
- Oversee the F&B and Customer Experience team, developing effective workplans in conjunction with the team managers
- Develop training plans and work flows for the food and beverage, front of house and event teams.
- Oversee the organisation's IT requirements, including for venue and staff, ensuring fit for purpose, efficient and cost-effective provision is in place.
- Take overall responsibility for the management of the annual calendar including venue requirements for Artistic, Production, Education and Learning, The Jesters and Partnerships and Sponsorship as well as external venue bookings
- Provide input and advice as required into aspects of the New Home
- Provide input and advice as required into the Establishment Plans for the New Home
- Support and contribute to the transition into the New Home

Health and safety

- Develop appropriate venue policies in line with our Health and Safety, Fire Risk, Licensing and contractual obligations.
- Ensure relevant Health and Safety policies and legislation is understood across the organisation and applied effectively, and appropriate risk assessments and reporting are being carried out
- Ensure Health and Safety refresher sessions and any other training as identified is delivered
- Oversee a clean, efficient, well-organised and safe physical environment, ensuring all areas are kept in a clean and tidy manner.
- Take personal responsibility of self and others
- Promote a positive approach to Health and Safety and safe working practices at all times

Finance

- Manage all allocated budgets, understanding budgetary constraints to maximise resources and minimise expenditure, and informing the Finance Manager and/or Executive Director promptly with budgetary concerns
- Adhere to Court Theatre procurement and other financial policies
- Follow Court Theatre financial reporting procedures, presenting financial updates as required in a timely manner
- Lead departmental budget and financial management and monitoring
- Contribute to development of the annual budget

Communications and Relationships

- Create an environment of positive and engaged communication and information sharing across all production departments and the wider organisation
- Coordinate work with others, sharing relevant information, ideas and resources, seek input and advice from others and demonstrate a disciplined approach to work
- Maintain high standards under pressure
- Treat people with respect and maintain good working relationships
- Take the lead in building an effective team by taking overall responsibility for attendance, quality of work, motivation and discipline, and providing support for other team members

Continuous Improvement

- Manage the improvement process, including debriefing processes and strategies to continually improve and enhance the quality and effectiveness of our work.
- Keep in touch with best practice as relevant to the role and emerging technologies.
- Contribute to a culture of innovation and continuous improvement

General

- Abide by all policies and procedures and ensure that these are adhered to.
- Any other reasonable duties as required by the Executive Director.

Core Competencies

- At least 3 years' experience in a similar role, ideally in a high volume events venue.
- Experience managing a team
- Exceptional organisational and planning skills – proven ability to handle more than one project at once.
- Proven ability negotiating and engaging contractors
- Experience working in public facing environments and the unique challenges of working in a venue open to the public.
- A working knowledge of facilities management and compliance - with a focus on health and safety, compliance, maintenance, ticketing and F&B.
- Some experience working with local councils
- Ideally some understanding of IT, digital technologies, production and AV.
- Interest in the arts and entertainment sector is ideal
- Demonstrate a flexible approach and attitude.