

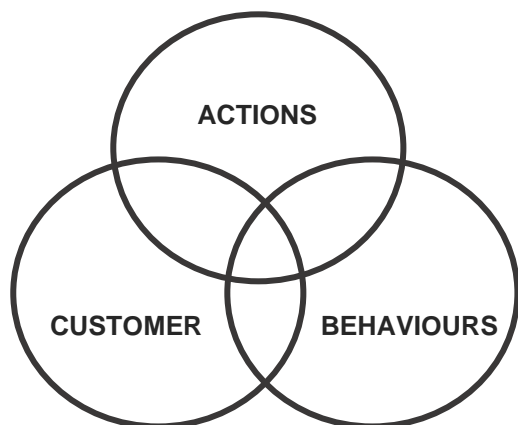
JOB DESCRIPTION

POST:	Productions Executive
JOB PURPOSE:	<p>To support the Head of Theatre Arts & Culture in creating an annual programme of performances, workshops and learning engagement, by facilitating all aspects of the administration of the Riverfront Theatre & Arts Centre, including programming of all performing spaces.</p> <p>To be the principal liaison between the theatre and all incoming companies, artists and creative professionals, and to be the main contact for contract, data and financial processing.</p>
RESPONSIBLE TO:	Head of Theatre, Arts & Culture
SALARY:	Grade 5 (SCP 21-25)
KEY RELATIONSHIPS:	Members of the public, partners, producers, stakeholders and all Newport Live colleagues. Freelance artists, producers, and practitioners.
BASE LOCATION:	The Riverfront Theatre & Arts Centre: requirement to work at all Newport Live facilities, as required.

I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live’s customers.
- Through my performance and passion, I inspire people to be happier and healthier.

HOW MY PERFORMANCE IS MEASURED



ROLE & RESPONSIBILITIES:

- 1** Lead artistic administration and be the principal contact for all aspects of programming of the theatres and cinema programmes and acting as a first point of contact for visiting companies and artists in the run up to and during their visit to the Riverfront.
- 2** Supporting with administration of programming, negotiating contractual terms in line with Newport Live policies, providing relevant documentation and contracts, and updating digital management and box office solutions.
- 3** Supporting the Head of Theatre, Arts & Culture to set and review sales targets - liaising with colleagues including marketing, sales, box office, and finance – and ensuring timely updates of associated reports and documentation, including purchase orders and invoicing.
- 4** Collaboration with the Customer Services team to manage the relationships for external hirers at the Riverfront; ensuring that bookings are in line with the correct processes and pricing and that all requirements are relayed to the relevant teams.
- 5** Collaboration with Colleagues including the Creative Producer, Arts Development, and Technical teams to ensure effective planning and delivery of all programmes and events is achieved.
- 6** Collate data and process reports relating to participation, performance, and engagement in line with set deadlines.
- 7** Ensure the best value for money option is always used when making travel, accommodation, and other rider arrangements for artists.
- 8** Assisting at any major events as may be required.
- 9** Represent Newport Live at relevant artistic and programming networks and events when required, keeping up to date with industry developments and best practice.
- 10** Ensure that all policies and plans are always adhered to including the Safeguarding, Health & Safety, Code of Conduct, and all other Newport Live policies.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this role may vary from time to time, without changing the general character of the role or level of responsibility entailed.

The role holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

PERSON SPECIFICATION - PRODUCTIONS EXECUTIVE

Area	Essential	Beneficial
Education, Training & Qualifications	1.1 Worked experience or relevant qualifications in a customer service, co-ordinator or administrative role	1.2 5 GCSE passes or equivalent qualifications 1.3 Qualifications relating to Information Technology
Knowledge, Skills & Competencies	2.1 Excellent administration skills: able to efficiently multi-task and prioritise a varied workload 2.2 Highly skilled in using a variety of IT packages and quick to pick up new skills in IT where required 2.3 Ability to achieve set targets and deadlines 2.4 Capable of remaining calm whilst working under pressure with competing demands 2.5 Effective communication skills to provide a positive experience for both internal and external customers 2.6 Excellent negotiation skills	2.7 Have the confidence to challenge and/or be assertive in situations that may require it 2.8 Able to communicate in Welsh
Experience	3.1 Working in collaboration with other colleagues across all levels of the business to achieve shared aims and objectives 3.2 Practical understanding of financial processes and procedures 3.3 Experience of using billing / invoicing systems	3.4 Working within an arts or cultural environment 3.5 Experience of programming arts venues, festivals or similar events, including all associated administration 3.6 Using a point-of-sale (POS) system or similar 3.7 Understanding of operating in a not-for-profit / charitable trust
Personal Attributes	4.1 A dedicated passion for arts and culture 4.2 Comfortable working both in a small team and without constant supervision 4.3 Committed to excellent standards of customer care	
Other	5.1 Happy to travel across Newport as may be required	5.2 Happy for occasional travel outside of Newport / within the UK