



Venue & Events Manager (maternity cover)

Position Description

Venue & Events Manager

Employment terms

Fixed term (12 months) maternity cover, 30 hours p/w

Location

Ōtautahi Christchurch

Reports to

Director

Works closely with

Events & Marketing Coordinator

About The Piano

Pīpīwharaua: Kui-kui Whitiwhiti Ora

The Piano is a space devoted to music and the arts.

From New Zealand icons and international artists, to community heroes and emerging talent – The Piano plays host year round to a diverse range of outstanding artists and events.

Since 2016, The Piano has been a place where community groups aspire to take the stage, where next generation artists perform on the same stage as their mentors, where emerging artists meet audiences that become enthusiasts and where seasoned performers enthrall audiences from all walks of life.

With our 325-seat Philip Carter Family Concert Hall, superior acoustics, suite of five performance, workshop and meeting spaces, and 16 Artists in Residence Studios, The Piano is a destination performing arts and events venue built to the highest specifications, offering an impressive range of technical and hospitality options for a wide range of events. From concerts to conferences, workshops, festivals, film screenings and meetings, multi-disciplinary events to product launches.

thepiano.nz

Position Overview

A key role in The Piano team, the Venue & Events Manager is the primary contact for all clients of The Piano, working closely with the Events & Marketing Coordinator to oversee all aspects of event planning for our diverse range of arts, community and business activity.

In a friendly and efficient manner, the Venue & Events Manager is responsible for all aspects of our event organisation prior to events. Including liaison with clients, staff, the public, technical providers, caterers and ushers to ensure facilities, equipment, and personnel provided meet the requirements of the event and the client's contractual agreements.

The Venue & Events Manager supports the Director in the day-to-day management of The Piano.

Key Responsibilities

Client and Bookings Administration

As the primary point of contact for our clients you'll provide friendly and efficient wrap-around client liaison services, overseeing all aspects of the booking and event planning process. You'll work closely with the Event & Marketing Coordinator to ensure seamless event delivery.

- Liaise with clients on all event needs, preparing venue hire quotes through Xero for approval by the Director
- Provide venue tours for prospective clients
- Provide exceptional support during the event planning stages, ensuring event details and client contracts are in place in a timely manner
- Manage event listings and ticketing links on The Piano's website, ensuring accuracy of information, in collaboration with the Event & Marketing Coordinator
- Co-ordinate multiple activities across our suite of spaces for hire
- Liaise with the Event & Marketing Coordinator to ensure event reports are completed, ensuring continual client satisfaction
- Prepare client invoices for completed events, and any necessary follow up support, capturing client feedback
- Oversee and manage the delivery of some day events from time to time
- Assist with managing on-site production and clean-up for events during the week when possible

Personnel and Event Planning

Oversee all aspects of event planning, staffing and personnel rosters, ensuring every event has appropriate staffing to meet the client's needs and event requirements.

- Use The Piano's event risk matrix to ensure the right team are rostered for each event and at least a month in advance, with support from the Director
- Make arrangements for the number and nature of support personnel needed, including Front of House and Bar Staff, AV staff and equipment, ushers, piano tuning, caterers and security for events
- Manage ushers and their rosters, including inductions, and hosting thank you events in collaboration with the Event & Marketing Coordinator
- Prepare run sheets for Front of House, House Tech and AV staff for all events
- Ensure Event & Marketing Coordinator, staff and volunteers are well prepared for each event

Venue and Office Administration

As the first point of contact for members of the public, you'll provide a welcoming presence for enquiries, while supporting the Director with the day-to-day management of The Piano building and office.

- Provide warm and welcoming reception services for members of the public engaging with The Piano
 - Manage security access for clients, weekly heating and cleaning schedules for events
 - Oversee the purchase of necessary bar stock, and other consumables in collaboration with the Events & Marketing Coordinator
 - Oversee daily eftpos reconciliations, in collaboration with the Director
 - Ensure Food Control Plan is up to date for Food Health & Safety License, in collaboration with the Director
 - Manage the box office and support the concert planning for The Piano's self-presented series, in collaboration with the Director
 - Ensure our facility is in a clean and tidy manner for events
 - Any other reasonable venue and office administration duties as required
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About You

First and foremost, you'll love working with people and supporting clients to deliver exceptional event experiences with a broad range of arts, community and business clients.

With a passion for events, and a strong interest in the arts, you'll possess the following attributes and skills:

- At least four years' experience in managing events, client services and bookings, and/or similar experience within a venue, arts organisation or hospitality establishment
- You'll be a people person, with exceptional communication skills and the ability to build rapport and manage a wide variety of relationships and personalities
- Strong time management, administrative and organisational skills, with a passionate attention to detail and the ability to manage multiple tasks and deadlines at once
- Strong knowledge of Microsoft Office suite, and understanding of Xero accounting software (or equivalent). Training can be provided if necessary

The Venue & Events Manager should demonstrate competence in some or all of the following attributes:

- **Arts Event Management:** Previous experience working in an arts organisation and/or managing events and bookings for venues/concerts/shows. Excellent knowledge of the facilities, bar management, ticketing and front of house activities.
 - **Teamwork:** Be able to work well in a small and busy team, and communicate with artist management, artists, producers and agents; working with theatre tech staff, casual staff and volunteers. Be able to direct and manage the work activities of multiple support staff.
 - **Project Management:** Be able to anticipate project needs, discern work priorities, and meet deadlines. Able to prioritise tasks and multi-task. Think laterally and be inventive in order to achieve results. Be able to think strategically to meet venue budgets.
 - **Effective Communications and Organisation:** Able to communicate effectively in both oral and written form. Be well organised with extremely good attention to detail and efficient administration. Be willing to take responsibility and have the initiative and ability to complete and bring to fruition your projects and tasks in the required timeframe.
 - **Problem Solving:** Have a logical approach to solving problems or complaints from tenants or the public in accordance with established policies and procedures. Possess an enquiring mind and always looking for the best way possible.
 - **Interpersonal Skills:** Have a confident and approachable manner with a caring and sympathetic attitude. Be a good and patient communicator, able to enthuse and convince. Be able to build relationships with internal and external stakeholders.
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Terms of Employment

The role of Venue & Events Manager is fixed-term (12 months), 30 hours per week to be carried out over a minimum of four days per week, Monday to Friday between the hours of 7.30am-5.00pm at mutually agreed times.

Some work from home days from time to time may be possible upon prior agreement.

Location of work is based at The Piano: Centre for Music and the Arts, 156 Armagh Street, Christchurch Central 8011.

Employees in this role may be asked to work occasional evenings and weekends upon prior agreement within the 30 hours per week.

Leave entitlements as outlined in the Holidays Act 2003. Employer KiwiSaver contributions.

Want to find out more?

If you're interested in applying, but would like to see if this role might be a good fit for you first, you're welcome to get in touch with Marcus Norman, Director for an informal kōrero at marcus@thepiano.nz or 03 377 5000

How To Apply

Send in an up to date CV and cover letter directly related to the position description addressed to Marcus Norman. Applications close **Thursday 25 September, 11.59pm** with interviews taking place on 6, 7, 8 October. Please get in touch with Marcus if you require access support with the application or interview process, we are happy to help.



The Piano

Pīpīwharauoa: Kui-kui Whitiwhiti Ora

When the shining cuckoo sings, it signals new beginnings

Our gifted ingoa Māori means "the shining cuckoo", which is a bird of significance for Ngāi Tūāhuriri. Not only are pīpīwharauoa known as singers, entertainers and conveyors of messages, they're also viewed as a sign of spring and new beginnings.
