



POSITION DESCRIPTION

Position Title: Theatre & Event Co-ordinator

Position type: Full time (37.5hrs) (1 FTE)
Fixed term contract to March 2025, with potential to extend
Start date ASAP (and by September 2023 at the latest)

Salary: £25-28k p/a, dependent on experience

Location: Miracle HQ in Redruth
Some evenings & weekends will be required (TOIL & flexible working policy in place).

ABOUT MIRACLE

Based in Redruth, Miracle is Cornwall's longest running theatre company. It safeguards the tradition of travelling theatre by touring original, inventive, comic theatre across Cornwall, the South West and the UK. Its rich mix of touring work includes adaptation of classic plays and new writing that keeps the audience at its heart. It visits open-air locations and indoor venues, many of which are in alternative spaces. Established in 1979, Miracle creates compelling theatre that connects with audiences across generations. As one of the South West's key arts organisations it is committed to nurturing talent, employing and supporting diverse local artists and inspiring young people.

ABOUT THE ROLE

The Theatre & Event Coordinator will be the administration heart of our team as Miracle undertakes a major business growth project. By supporting colleagues across the organisation, the Theatre & Event Coordinator will assist in creating the best possible productions, will work closely with the Marketing and Engagement Manager to implement marketing campaigns, and be involved hands-on with delivering great events for our audiences.

This position offers administrative, operational and marketing support to the Miracle team and takes a leading role in the management of Miracle's self-promoted events, venue liaison and front of house operations. It has the potential to grow into areas such as tour booking and Company Management.

PERSON SPECIFICATION

Miracle Theatre is looking for a dynamic, hard-working team player to play a crucial role assisting the organisation and marketing of Miracle's theatre productions, events and office. You'll have a keen eye for detail and the proactive approach needed to

work in a small team in a busy creative arts environment, with an understanding that administration in the creative arts is a highly skilled and involved role.

Miracle Theatre is a dynamic and inclusive workplace. We encourage applications from candidates with diverse backgrounds bringing a variety of skills, experiences and perspectives to Miracle.

SELECTION CRITERIA

The ideal candidate will demonstrate ability and/or expertise in the following areas:

1. **Administration and operations** – A competent (arts) administrator, the candidate will have relevant skills or experience in venue and/or organisational operations, administration processes, reporting, data collection, IT and project coordination. Knowledge of, or interest in, carbon neutral practices and environmental sustainability is desirable.
2. **Customer service and communications** – The candidate will have excellent interpersonal skills and the demonstrated ability to communicate effectively across email, phone, face-to-face and online, with a commitment to accessibility and inclusivity.
3. **Marketing** – The candidate will have relevant transferable skills or experience implementing digital and print marketing campaigns.
4. **Teamwork and collaboration** – The candidate will have the demonstrated ability to be proactive in a small team environment, work independently and collaborate effectively with colleagues to achieve organisational goals and objectives.
5. **Engagement with theatre** – The candidate will have an interest in theatre. Knowledge of and familiarity with the life-cycle of theatre productions and/or formal training in the field is desirable.
6. **A full driver’s license** and use of a car.
7. **Desirable selection criteria** – Experience in the day-to-day operations of an arts and cultural venue and/or touring company, including building services and front of house.

WORKING RELATIONSHIPS

Position	Theatre & Events Coordinator
Line Manager	Business and Operations Manager in collaboration with Marketing Manager
Managerial responsibility	Volunteers, event staff and suppliers

ROLE RESPONSIBILITIES

Event Management	<ul style="list-style-type: none"> • Event manage all self-promoted events including running box office (advance sale & on the night) and training and managing a team of volunteers, ensuring high quality of customer service and smooth running of events • Work with Marketing & Engagement Manager to plan and deliver self-promoted events • Manage logistics and other arrangements for self-promoted events such as on-site equipment
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	<p>(porta-loos included!) and coordinate food and beverage providers</p> <ul style="list-style-type: none"> • Undertake additional event management, first aid, health & safety training as required • Develop good understanding of event health & safety and risk assessment
Tour Coordination	<ul style="list-style-type: none"> • Co-ordination of Miracle tours from point of contracting through to successful delivery of performances including travel and hospitality arrangements, • Be the main point of contact for touring company and venues - maintaining good communications regarding all aspects of the tour • Role may evolve to include Company & FOH Manager on tour with the company if this both suits the candidate and is required by the project • Role may evolve to include tour booking with support from Managing Director
Marketing Assistant	<p>Work with Marketing & Engagement Manager to implement and deliver marketing, audience development and PR campaigns, which may include:</p> <ul style="list-style-type: none"> • Implementing online and digital marketing strategies • Contributing content and update the company website • Event Listings • Distribution of printed marketing materials and signage • Managing archive of PR coverage & communications material • To provide support with monitoring, recording and filing marketing activity • Using CRM and other database systems
Production Support	<p>Work with Technical & Production Manager (TPM) and project directors to support productions as needed and support day-to-day running of production base and field external enquiries:</p> <ul style="list-style-type: none"> • Manage costume and equipment hires from enquiry through to returns • Support production team as needed, from tea-making to sourcing props and equipment
Admin & Operations	<p>Support Business and Operations Manager (BOM) and TPM with day-to-day running of Miracle production base and administration including:</p> <ul style="list-style-type: none"> • Office admin & reception – be the first point of contact for phone, email and in-person enquiries • Building operations – monitor and maintain all building systems including overseeing cleaning rotas and recycling • Manage bookings and be main contact for external hires

	<ul style="list-style-type: none">• Manage booking systems for space and equipment hire as well as contracts and invoicing• Ensure space and other resources are ready for hire• Facilities management – shared areas are clean and tidy• Implementing new storage solutions to keep everything in its place and easy to find, including topping up supplies (kitchen, office, stationery, bathrooms, merchandise, FOH etc)• Work with BOM to implement administration systems and processes to ensure efficiency across all teams
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We are prepared to be flexible on the structure of this role for the right candidate. If you have the kind of skills and experience that make you a good fit for Miracle, please do get in touch. For an informal chat, please call Annie on 01209 216762.

HOW TO APPLY

Applications close on Wednesday 12th July at 12 noon UK time. Late applications will not be accepted.

Interviews will likely take place the week of 17th July.

Your application should include the following & be sent to jobs@miracletheatre.co.uk:

- A completed [application form, to be downloaded here](#) or at miracletheatre.co.uk/jobs
- Your current CV