



- Role:** Production Coordinator
- Terms:** Freelance
- Hours:** Up to 5 days per week, to be reviewed in March 2022
- Fee:** Day rate equivalent to annual salary of £28,000
- Responsible to:** Programme Manager
- Deadline to apply:** **Thursday 25th November 2021, 9am**
- To apply:** Please submit either a covering letter & CV; OR 4 minute video and CV with “Freelance Production Coordinator” in the subject title to recruitment@unionchapel.org.uk addressing the person specification below and summarising your relevant experience.

Applicants will be asked to complete an Equal Opportunities Form as well

Union Chapel is committed to creating and promoting a diverse and inclusive community. Our recruitment process is open to all, but we are particularly keen to hear from people who have lived experience, disabled candidates and those from the global majority, as these groups are currently underrepresented in our teams.

PURPOSE OF ROLE:

The Production Coordinator will support with day-to-day production duties at Union Chapel, coordinate production and programme enquires as instructed and lead on customer enquiries from ticket holders.

BACKGROUND:

Union Chapel, is a unique multi award-winning performing arts venue, with a global reputation for international cultural events engaging diverse audiences. For 30+ years events have been our lifeblood and income, annually engaging 100,000+ visitors through 250 events.

And Union Chapel is more than a venue. A Grade I listed Gothic architectural jewel, it is also home to charities tackling homelessness, social justice, empowering local communities with creative groups, training and employability programmes for local communities. Profits from

events substantially support our vital charitable work with local communities and we are a model of good practice for community engagement.

Union Chapel closed its doors as a venue in March 2020 due to coronavirus. During the crisis, we increased our community emergency response, alongside the existing Margins Project and in partnership with other services, charities and groups, supporting and engaging many people in the local community experiencing extremely challenging times.

We also delivered a number of cutting-edge digital programmes around heritage, social justice, and performances – including major events and TV productions, recorded and live-streamed from our world-famous space, to an audience of over 1 million in total, positioning Union Chapel as a lead venue for live-streamed and hybrid events for the future.

We are now re-open as a venue, and moving to the next phase.

2021-22 is Union Chapel's 30th anniversary, and as well as looking back at the amazing events and achievements of the last 30 years, we are looking forwards to what Union Chapel needs to be now and in the future – through our live events and our cultural community, social justice and heritage programmes.

This role is essential as we continue and grow our live events, space use and onsite activity in the months to come.

KEY DUTIES

- Effective management of spaces, you'll over-see space set-up, welcome guests, communicate with staff and cleaners and ensure a safe and welcoming environment is upheld.
- Act as the point of contact for advancing and technical fulfilment for live, virtual and hybrid events.
- Building and developing long term client relationships through exceptional client care.
- Deputising for Programme Manager on site visits and supporting sales efforts.
- Responsible for booking and management of technical freelance staff rota.
- Arranging and booking load-in/load-out crew and equipment logistics for events.
- Be the main contact at the venue for all production and backline deliveries.
- Responsible for health and safety practices during pre and post-production times
- Responsibility of all booking forms and administration, liaising with the finance department to ensure invoices are raised and paid promptly.
- Responsible for all client booking enquiries and administration of the diary booking system, deputising for the programme manager when instructed.
- Responsible for the door entry system, CCTV, opening and preparing the space on production days.
- Responsible for day-today customer enquiries from ticket holders.
- Undertaking any other duties that may reasonably be required by the Programme Manager.

PERSON SPECIFICATION

- A positive and professional approach, with the ability to form strong working relationships with staff and commercial partners
- Demonstrable production experience at a music, theatre or arts venue
- Experience of working with promoters, tour managers and bands
- Strong communication skills and take pride in delivering excellent customer service
- Experience of using a venue management software such as Artifax or Yesplan
- Awareness of Health and Safety practise within a venue setting
- A commitment to Union Chapel Venue's mission and aims
- A commitment to supporting diversity, accessibility and inclusion across our activities
- Willingness to work flexibly as required