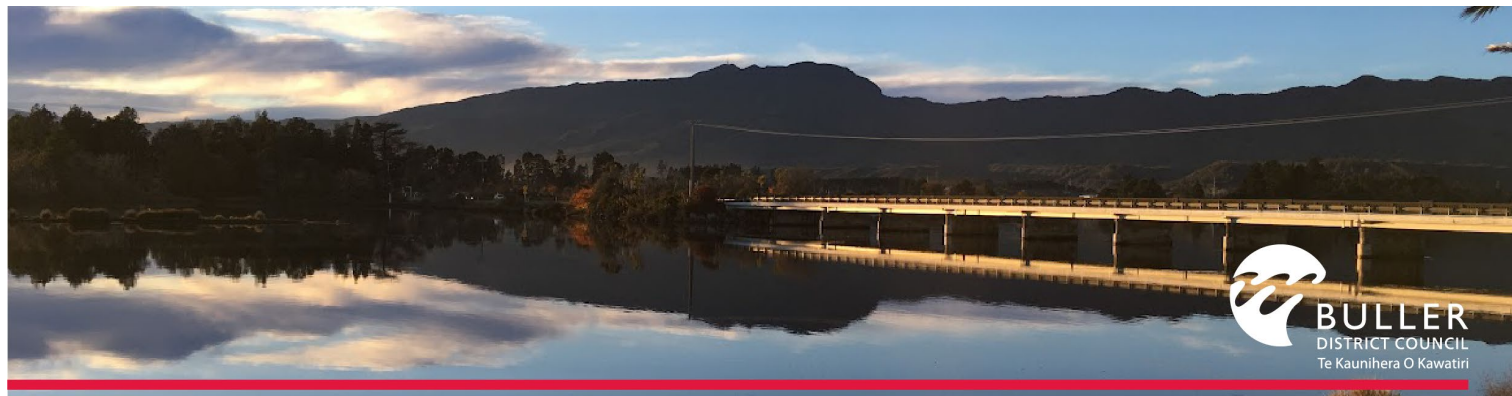




Position Description – Theatre Assistant

The position reports to: Theatre Manager **Grade:** 10

Hours of work: 25 hours per week – rostered across Monday – Sunday. Evenings and weekend shifts are required. Additional hours may be offered to cover busy periods, staff leave or to support the Reefton Cinema.

Position purpose:

To enhance the visibility and increase usage of the local theatre and cinema by collaborating positively with the Theatre Manager, customers and stakeholders.

To deliver exceptional customer service, efficient administration, financial support, technical assistance and proactive communication ensuring we provide a welcoming, inclusive and vibrant theatre and cinema environment.

The Key areas of responsibility include:

Customer Service, Financial Assistance, General Theatre Administration

- Deliver quality, professional Customer Service and project a consistent positive image of the Theatre and Council.
- Provide correct and relevant information to customer requests and resolve customer enquires through strong verbal and written communication.
- Build competency and maintain an up to date understanding of all systems including ticketing systems and cinema systems.
- Coordinate the booking of hires for cinemas, meetings and auditorium using the Theatre's booking processes and providing accurate pricing.
- Assist the Theatre Manager in liaising with promoters and ensuring all their needs are met with them for their event/show.
- Consider additional administrative tasks as assigned and required.
- Within expected timeframes, add shows for sale to Patronbase in accordance with the hire/ticketing contract
- Professionally greet events co-ordinators or promoters in the Manager's absence to ensure all requirements by the Theatre are met in accordance with their technical requirements.

	• Scan and/or collect tickets for shows and events from patrons a timely fashion with an understanding of the show/event timeframes. • Develop a working knowledge of film and KDM ingesting and creation of playlists. • Deliver the scheduling of movies using the Veezi program and in accordance with Distributors' contracts. • Create the movie schedules on a weekly basis and inform the distributors of screening days and times. • Proactively seek and implement improvements in systems and processes to enhance efficiency • Correctly code and request invoices for shows, events, distributors and hires to BDC Debtors. • Provide accurate and reliable day-to-day financial support including cash handling/balancing, initiating electronic purchase orders. • Perform with basic technical duties when required to ensure the smooth running of events booked within the facility.
Sale of Goods & Food Handling	• Handle and prepare food as per the Food Act 2014 ensuring that all food management processes are always followed. • Obtain and retain a Duty Managers Licence to be able to sell alcohol competently and reliably. • Ensure all shop stock levels are maintained, restocked and reordered as and when required.
Communication & Marketing	• Assist with regular marketing dates for social media channels i.e. Relevant e-newsletter, website, Facebook, radio and posters distributed to the central business district. • Create visually appealing posters and flyers and ensure that these are in publicly visible locations within acceptable timeframes. • Monitor communication platforms on a regular basis and respond to comments in a timely, professional manner, building community engagement and interaction. • Collect and curate photos/videos for future use as appropriate. • Develop and schedule engaging, original content across all key communication platforms and consider introducing new formats. • Monitor and recommend updates to the NBS website and the 'Theatres' section of the BDC website.
Facility Cleaning Duties	• As rostered and requested, the employee is expected to partake in regular cleaning duties. These include but are not limited to: • vacuuming cinemas and/or auditorium after films, events and shows.

- cleaning of the onsite toilets, urinals, floors and handbasins.
- cleaning of the stock shelves, drink fridges and popcorn machine.

Deliverables:

Big picture

- Stay up to date with legislation and practice appropriate to the role ensuring adherence to the BDC branding and media policy.
- Stay up to date with local and national available funding and grants with applicable applications applied for as required.
- Achieve and maintain an understanding of Buller District initiatives, developments, trends and issues.
- Manage risk through careful planning and sound judgement

Performance

- Achieve performance goals and expectations and follow leadership instructions on time and to a high standard consistently
- Report on progress to plan against own KPIs
- Take an active role in own goal-setting, learning and development
- Correctly and appropriately use technology as required for the role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment
- Comply with all legislation and Council policies
Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

People & Capability

- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions with staff, Elected Members and stakeholders.

Requirements for all staff

- Buller District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure

and ensure that all hazards, risks and incidents are reported using Vault/Damstra.

- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.

Emergency Management requirements for all Council Staff

- Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be taken into account

Required assistance may include:

- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe.
- Participate in any required Civil Defence exercises to maintain essential services.

Key relationships

Internal	External	Committees/groups
Group Manager Community Services	Key Stakeholders	Community Services department
Manager Customer Experience	Buller Residents	
Theatre Manager		
All Council staff		
Senior Leadership Team		
Mayor		
Elected Members		

Skills and Experience

Essential	Desirable
• Excellent verbal, written, and interpersonal communication skills. • Strong conflict resolution skills. • Strong time management, problem-solving, and computer skills • Customer-focused with the ability to manage conflicting demands and prioritise effectively • Ability to explain information clearly and concisely while demonstrating active listening skills • Exceptional customer service, anticipating needs and responding promptly and courteously. • Excellent computer and multi-tasking skills with an ability to follow processes. • Flexibility with working hours and days. • Excellent time management skills. • Sound financial understanding	• Experience working with community volunteers/or community development experience. • Knowledge of health and safety legislation • Cinema/Theatre experience and working with cinema projectors.

Education, Qualification, Memberships

Essential	Desirable
• Duty Manager Licence or have an ability to obtain one	• Working at Height qualifications or a willingness to obtain • Full current drivers licence