

Programming Co-ordinator

Department	Creative Programmes & Audiences
Reporting to	Programming Manager
Direct Reports	None
Hours	37.5 hours with some evening and weekend work required
Grade/Salary	Band C (£29,315)

The Programming Coordinator supports the Programming team in the planning, administration and delivery of shows and events programmed into Norwich Theatre's venues and virtual stages. This is a key role which is busy and varied, acting as a central point of contact for producers, visiting artists and internal colleagues to ensure the smooth running of our programmes. This role offers the opportunity to gain comprehensive understanding of theatre programming processes, whilst developing associated skills.

Main Purpose of the Role

To support the planning and delivery of all received live and digital performance across Norwich Theatre's performance spaces. To oversee the coordination and administration of all productions from pencil to final settlement, and coordinate the delivery of a high quality, inspiring and accessible programme of live and digital shows and events.

Key Responsibilities

Programming Coordination

- Managing flow of enquiries from visiting companies and responding on behalf of the Creative Programmes and Audiences Director and Head of Programming and Producing, supporting the team in managing our daily dialogue and relationships with a large number of artists, companies and promoters.
- Make and maintain pencil bookings for future shows and follow up on programming enquiries as directed.
- Be the first point of contact for all enquiries regarding local community performance and performance hires on behalf of the department.
- Take responsibility for the accurate and timely management of event information within Yesplan, Norwich Theatre's event management system, ensuring all internal teams are equipped with the information required to deliver programmed work.
- Coordinate the delivery of access performances and engagement elements of

programmed performances such as Q&As, post-show discussions, VIP packages etc.

- Contribute to the diversity of programming to grow and diversify audiences at Norwich Theatre; through expanding the content of local performance companies and hires to include a broader range of artists and art forms.
- Develop strong working relationships with a range of artists, promoters, producers and other receiving venues.
- Prepare paperwork for Programming Meetings, attend and produce notes for distribution.
- Maintain an appropriate level of confidentiality at all times, with particular regard to sensitive information, ensuring that such information is securely and appropriately filed.
- Support the Programming Manager in research and preparation for future programming decisions, as appropriate.

Financial

- Work closely with colleagues across all departments to ensure effective information flow around projected targets and settlements.
- Monitor ticket sales figures and produce detailed weekly sales updates, identifying any performances that may be in need of enhanced sales support.
- Raise invoices for deposits and event hires.
- Check and file settlements ensuring accuracy and transparency in the financial process.
- Work with the Finance team to support the accurate administration of PRS returns.

Administration

- Draft manifests, GP projections, deal memos and contracts for programmed shows ahead of sign-off by the Programming Manager or Head of Programming & Producing.
- Lead on ensuring signed contracts are returned by visiting producers in a timely manner ahead of each engagement, and maintain administrative processes for the effective monitoring, execution and communication of performance contracts.
- Be responsible for proofing brochures and Norwich Theatre's website in relation to programmed activity.
- Organise requirements of visiting companies, including but not limited to ticket allocations, seat holds and guest lists, space for additional performance-related activities when required (eg company warm-ups, dance calls, etc).
- Gather information to support evaluation of presented programmes and produce regular reports on KPIs, identifying potential trends, areas for development and recommendations for future opportunities.
- Maintain a strong database of audio description, captioning and sign language interpretation providers.

Organisational Wide Responsibilities

- To demonstrate and promote our core values of Creativity, Impactfulness, Honesty, Kindness, Inclusivity and Bravery.
- To seek to advance Norwich Theatre's vision "To make all of our Creative

Experiences have wide reaching positive impact”.

- To ensure you are always an ambassador for Norwich Theatre’s mission: “To provide creative experiences, rooted in the art of Performance and secure in our sense of Place, which generate positive impact for all People and inspire Prosperity in all its forms”.
- To comply with all Norwich Theatre policies including Safeguarding, Equal Opportunities, Health and Safety, ICT, Data Security and Protection.
- To undergo any training necessary to fulfil the duties of this role and to develop its contribution to the organisation.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge	<ul style="list-style-type: none"> • Previous experience working within an arts environment • Experience of providing administrative support • Knowledge of theatre programming, deals and contracts • A good working knowledge of theatre contracts • Experience of strong partnership working 	<ul style="list-style-type: none"> • An interest in or early experience of programming, curation or artistic planning • Knowledge of contemporary theatre and the UK theatre sector • Experience of deal negotiation with agents and artists • Experience of administrating Yesplan • Experience of brokering partnerships, relationships, and stakeholder management • Experience in working directly with creative teams and facilitating artistic processes • Knowledge and experience of national touring
Attributes	<ul style="list-style-type: none"> • Demonstrable interest in developing a career in theatre programming • Highly organised, with a strong interest in operational delivery and logistics • Proactive and reliable, with a willingness to take ownership of processes • Excellent team player • Combining a creative brain with a logical approach, innovative and creative thinking • A good listener with the ability to draw ideas together and shape plans • Ability to build strong relationships and manage partnerships 	

	<ul style="list-style-type: none"> • Flexible and adaptable to changing demands and new challenges • Ability to act on initiative and communicate well across the team 	
Skills	<ul style="list-style-type: none"> • Strong logistical coordination skills, with the ability to manage multiple moving parts across a live programme • Strong administrative skills with high accuracy and attention to detail • Strong financial skills including drafting and managing budgets • Strong organisation and planning skills with proven ability to work flexibly under pressure, to prioritise and meet deadlines • Persuasive communication skills 	
Qualifications		

This description is not exhaustive & may change to meet the needs of the organisation. The post holder may be required to perform duties outside of this as operationally required, but within reasonable scope of this role at the request of the relevant manager or director.