

JOB DESCRIPTION

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| Job Title: | Hires Coordinator |
| Department: | Enterprises/Trading |
| Reporting to: | Head of Commercial Hires and Events |
| Liaises with: | Building Operations, ENB Scheduling, Technical, Chief Operating Officer, Finance, External Stakeholders |

BACKGROUND AND CONTEXT

English National Ballet's [ENB's] mission is to take world class ballet to as many people as possible, wherever they are and whatever their means. The Company was established in 1950 and started taking ballet out of the Opera Houses and around the country following the Festival of Britain in the summer of 1951.

Under the artistic directorship of Tamara Rojo since 2012, the pioneering spirit of our founders is more radical and impactful today than it has ever been. ENB is evolving the artform: "Rojo wants to bring ballet out of its too often elite precincts, in part by reimagining the classical repertoire" (The New Yorker). Tamara's vision has further enhanced our reputation and critical profile as a world-class, innovative company that champions ballet's role as a vital art form in a diverse, modern society.

In July 2019, we moved into a purpose-built state-of-the-art home on London City Island, Canning Town combining a unique production studio, modern training facilities, teaching and rehearsal studios, and spaces for the public to view our work and to socialise in a welcoming environment. The new building is transformational for ENB and our role in supporting the sector. As well as using the building to develop ENB's own work, the space also enables us to welcome the public, other artists, and partners that we collaborate with, hold our own events, hold public ballet classes, deliver our outreach and engagement programmes, as well as external event hirers and their guests.

We are excited to be growing our team as we emerge from the pandemic, and we are looking for enthusiastic people to join us and help us bring ballet to the world.

PURPOSE OF THE POST

The Hires Coordinator is responsible for managing ENB's busy programme of commercial hires and events by providing outstanding customer service and administration. Duties will include, but are not limited to support changes:

- responding to hire and event enquiries in a timely and professional manner, and converting them to sales,
- logging and analysing sales to inform future business development,
- coordinating diary management with internal stakeholders,
- collecting event information to inform the operations team; and,
- support with events marketing and sales activity as required.

As part of a small team, this role is essential in providing effective administrative support across the enterprises hires and events programme and enabling ENB to make the most of the opportunity that the new facilities provide.

KEY RESPONSIBILITIES

Commercial Events

- Be the first point of call for all incoming enquiries, representing ENB and delivering friendly, accurate and engaging customer service, managing client expectations as needed and working to convert enquiries to sales.
- Support communication to coordinate resources needed to respond to enquiries in a timely manner; support the organisation of booked resources pre-delivery.
- Act as a steward for the company Hires and Events calendar and databases, ensuring that all details are accurate and all relevant documentation has been completed, relevant teams notified in a timely and organised manner.
- Be responsible for all Enterprises/Trading department administration (i.e., setting up and minuting meetings, diary management, detailed event schedules, contracts, invoicing, briefing notes, etc.).
- Keep accurate records of commercial hires and event revenue and expenditure, contributing to quoting and budgeting frameworks and supporting the Head of Commercial Hires and Events with analysis and reporting. Follow Finance team procedures: sales invoice requests are raised promptly and accurately, ensure all billings are up to date, support credit control if required.
- Undertake market research and manage relevant data using Tessitura CRM to support the promotion of hires and events, alongside taking on selected marketing and sales tasks (e.g., mailings, social media content creation, managing listings, attending expos, etc.).

- Collate and update venue information as required, including technical details and access requirements to provide an ever-improving customer service and prompt response to enquiries.
- Contribute to the ongoing improvement and efficiency of the team, looking for ways to streamline activities and enhance ENB's offer and service at all times.

Other

- To attend evening, early morning and weekend events when required.
- Participate in the provision of the safe working environment adhering to the company's Health and Safety policies at all times.
- Carry out such other duties as may be reasonably required.

PERSON SPECIFICATION

Essential

- Proven experience of working in a coordination role either in Hires and Events, Front of House or similar.
- Proven experience of working in a busy customer-orientated environment.
- Willingness to work evening and weekend shifts.
- Proactive, organized, efficient and able to prioritise tasks to meet deadlines.

Desirable

- Experience of working in the performing arts and cultural sector.
- An understanding of the operational workings of performing arts organisations and the practical requirements for the successful delivery of artistic productions eg experience of complex scheduling for mixed use buildings.
- Experience of Tessitura or similar Customer Relationship Management [CRM] databases.

Skills/Abilities

- Ability to work across a wide range of tasks, being flexible and with a proactive approach.
- Excellent organisational skills, with the ability to multi-task.
- Able to work methodically and learn quickly.
- Highly numerate and proficient with numbers and use of Excel spreadsheets with experience of standard finance administration and processes.
- Comfortable working proficiency of Outlook, Word, Office 2010 suite.
- Clear and effective written, verbal and IT communication skills.
- Strong active listening skills, with a problem-solving approach.

- Strong attention to detail, high standards of accuracy and a completer/finisher of tasks.

Qualifications [Desirable]

- First aid certificate

Mind Set and Attitude

- Professional, customer oriented and ethical approach in all aspects of your work as an ambassador for the Company.
- Maintains a personable and flexible "can do" attitude, with strong customer orientation.
- An excellent team player, and to work collaboratively, with all colleagues and partners of ENB.
- Resilient, able to work calmly under pressure in customer facing environment.
- A passionate advocate for the arts and for their ability to transform lives.
- Effective in balancing work and life demands.

This job description is a guide to the nature of the work required of the prospective employee and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.