



Q THEATRE — JOB DESCRIPTION

HEAD OF PATRON SERVICES | TE PANE O NGĀ RATONGA KIRITAKI

THE ROLE: Head Of Patron Services | Te Pane o ngā Ratonga Kiritaki

REPORTS TO: Chief Executive | Tumu Whakarae

RESPONSIBLE FOR: Visitor Experience Operations Executives, Front of House operations, Food and Beverage operations, organisation wide Health and Safety and Emergency Management systems and processes, housekeeping operations including cleaning and venue presentation.

DEPARTMENT: Visitor Experience

TERMS: Full Time

ROLE PURPOSE:

Q's Head of Patron Services | Te Pane o ngā Ratonga Kiritaki is responsible for the overall direction and delivery of all Q's activities that influence or impact the experience of theatre and retail event patrons and visitors to Q's spaces, and associated activities, including organisation wide Health and Safety and Emergency Management. The role will lead the Visitor Experience team to ensure professional and efficient services and safety are provided, inspiring visitors to return as an outcome of their positive experience with Q.

This senior role leads the implementation of Q's public facing strategy and tactical decision making to deliver the outcomes contemplated in our organisation strategy and annual business plans. The role develops and sustains close relationships with a range of venue hirers and users of our spaces, and is accountable for delivering the Q's retail customer satisfaction goals.

The Visitor Experience Department plays a key role in delivering Q's revenue projections, and a business development orientation within the Department is an important aspect of the role.

As a member of Q's Senior Leadership Team, this role is also integral in the providing leadership through the organisation while actively championing the Q Values and pursuing the organisation Vision, Mission and Purpose.

Q THEATRE VALUES – HOW WE ACT

INTENTIONAL | COLLABORATIVE | COURAGEOUS | MANAAKITANGA | EFFECTIVE COMMUNICATION

WHAT WE ASPIRE TO (Vision)

To be Aotearoa New Zealand's most loved home of contemporary performing arts

**WHY WE ARE HERE (Purpose)**

Fueling connections, igniting imagination

WHAT WE DO (Our Mission)

We bring exceptional experiences to life for artists and audiences at our dynamic performing Arts Center in the heart of Tāmaki Makaurau

KEY RESPONSIBILITIES:**LEADERSHIP**

Q's Head of Patron Services will work as part of Q's Senior Leadership Team, whose purpose is to create and clearly communicate a strategy that inspires and enables Q's staff to deliver extraordinary experiences. Being on the Leadership team brings a range of responsibilities and accountabilities, which includes an expectation that you will:

- Develop the culture of the organisation through actively championing the Q values and bringing the brand to life.
- Support the Chief Executive in the preparation and implementation of medium and short term business plans for your functional areas of responsibility to support the strategic plans of the organisation.
- Actively participate and engage with your fellow leadership team members to achieve the overall outcomes of the organisation.
- Support Q's Business Development and Fundraising activities by attending networking opportunities where appropriate.
- Provide line management and support for your assigned direct and indirect reports (food and beverage, front of house and other relevant staff).
- Drive a "can do" B2B and B2C customer focussed culture and ethic across the Patron Service team.

VISITOR EXPERIENCE

- Identify visitor expectations and develop and implement effective strategies to enhance and improve visitor experience and profitability.
- Ensure processes and procedures are established to identify different and/or changing visitor expectations and satisfaction levels.
- Develop, manage and implement commercial business plans across Q's food and beverage and related offerings. Support a sales/business development orientation within the Visitor Experience team.
- Provide effective commercial advice, strategic direction, and support to the Visitor Experience Operations Executives.
- Be the lead for new commercial relationships where appropriate.
- Develop and manage budgets with support from the Visitor Experience team. Ensure appropriate trading margins are established, monitored and maintained.
- Work closely with the Visitor Experience team leadership team to identify and share learning and performance improvement opportunities across the Q service offering.
- Support the development of sponsorship opportunities and/or funding strategies that contribute towards the cost of delivering Q led programmes.
- Attend to all reporting requirements associated within functional areas of responsibility.



- Measure and report against approved KPI measures and targets to Chief Executive at regular intervals.

HEALTH & SAFETY AND EMERGENCY MANAGEMENT

- Assume oversight of the development, maintenance and implementation of Health and Safety and Emergency Management policy and training across the whole of Q's operations, including all Q staff, all on site contractors, and incoming arts companies and other hirers or users of Q's spaces.
- Implement Q's Health and Safety and Emergency management processes across the business, working with key staff (in particular the Head of Programming and Production, the Senior Venue Technician, and the Visitor Experience Operations Managers) to ensure a high level of awareness and compliance across the business.
- Ensure contractor and Q team safety is maintained at all times.
- Develop and deliver regular organisation wide Health and Safety and Emergency Management training sessions to ensure awareness and skills are maintained at appropriate levels.
- Assess and address potential Health and Safety issues with the appropriate level of urgency.
- Attend to all reporting requirements associated within the functional areas of responsibility.
- Measure and report against approved KPI measures and targets to Chief Executive at regular intervals.

VENUE PRESENTATION AND HOUSEKEEPING

- Ensure all venue front facing areas are well maintained and presented.
- Oversee new event ideas to stylise patron spaces to ensure consistency of brand and aesthetic.
- Support the wider business in best practice look and feel for quality presentation for customers.
- Develop, implement and maintain cleaning and housekeeping regimes in all public spaces, and artist accommodation spaces (Green Room, dressing rooms, corridors) to ensure a quality experience is obtained for clients, retail customers, artists and visitors.

RELATIONSHIP MANAGEMENT AND BUSINESS DEVELOPMENT

- Develop and maintain relationships with a wide cross section of Q's current and potential clients to ensure the maintenance of quality relationships and to promote Q as a place to do business.
- Continually assess the opportunities to grow Q's event and food and beverage revenues and initiate sales relationships as appropriate.
- Support the Chief Executive and Head of Marketing & Brand Communications to design, plan and deliver audience and sector development initiatives and programmes.
- Support the Head of Development to deliver sponsor and philanthropic outcomes where appropriate.

ADMINISTRATION & MANAGEMENT

- Develop powerful and insightful documentation for a variety of purposes including Board papers (with the Chief Executive and/or the Head of Finance & Business Services), externally focused communications (with the Head of Marketing & Brand Communications), and sponsorship or other funding opportunities (with the Head of Development).
- Ensure compliance by the Visitor Experience team with the Q approved administrative systems, tools and processes, including but not limited to the venue management, HRIS and accounting requirements.
- Ensure the Visitor Experience team members understand the benefits to Q that flow from wide compliance with these systems, tools and processes.

HEALTH & SAFETY



- Be responsible for acting in accordance with Q's health and safety policy and ensuring audience and team safety is maintained at all times by operating in accordance with Q policies.
- Attend regular sessions to update training as required.
- Ensure all users of Q adhere to health and safety regulations and compliance.
- Assess and address potential H&S issues with urgency.
- As part of your team, be responsible for the security, welfare and safety of all patrons, before, during and after performances and in the event of an evacuation.

IDEAL CANDIDATE PROFILE

EDUCATION & PROFESSIONAL DEVELOPMENT

- Tertiary degree qualified in an appropriate discipline or a combination of training and experience that gives an equivalent level of skill and knowledge.
- Have undertaken continuous learning and professional development.
- Possess established excellent relationships with a variety of key stakeholders in the regional and national performing arts sector.
- A wide knowledge and understanding of the issues, priorities and activities within the theatre industry relevant to the focus of the role.

SKILL & EXPERIENCE

- Minimum of 10 years previous experience in the multi venue public assembly industry.
- At least 5 years' experience in a senior line management role within any two or more of:
 - a major producing arts company;
 - a significant performing arts venue;
 - a significant event production company; or
 - another demonstrably relevant organisation with customer service excellence.
- Demonstrable experience developing, implementing, maintaining staff training programmes for front line customer facing teams in both Front of House and Food and Beverage across both the technical skills and knowledge required, and superior customer service delivery.
- Possess established excellent relationships with a variety of key stakeholders in the regional and national performing arts sector.
- Exceptional customer service skills.
- Significant knowledge and experience managing a Health and Safety and/or Emergency Management framework (including developing, implementing and maintaining compliant training programmes) and be willing to undertake training to address any gaps in your experience or knowledge.
- Demonstrated financial management skills relevant to the role including revenue and cost management.
- Good skills in the Microsoft Office suite of applications, especially Excel and Word.
- Strong working knowledge of venue and event management software systems.
- Excellent written and verbal communication skills.
- Effective and calm under pressure with the ability to successfully navigate complex situations.
- A strong collaborative team orientation and a clear aptitude for collaborative decision making, problem solving and analysis.
- Alignment with Q's values.



SELECTION CRITERIA

	Criteria	Poor 1	2	3	Excellent 4	Weighting (5 = priority)
1	Minimum of 10 years previous experience in the multi venue public assembly industry.					5
2	At least 5 years' successful experience in a senior line management role within any two or more of: <ul style="list-style-type: none"> • a major producing arts company; • a significant performing arts venue; • a significant event production company; or • another demonstrably relevant organisation with customer service excellence. 					5
3	Demonstrable experience developing, implementing, maintaining staff training programmes for front line customer facing teams in both Front of House and Food and Beverage across both the technical skills and knowledge required, and superior customer service delivery.					5
4	Significant knowledge and experience managing a Health and Safety and/or Emergency Management framework (including developing, implementing and maintaining compliant training programmes) and be willing to undertake training to address any gaps in your experience or knowledge.					5
5	Possess established excellent relationships with a variety of key stakeholders in the regional and national performing arts sector.					4
6	Exceptional customer service skills.					5
7	Demonstrated financial management skills relevant to the role including revenue and cost management.					4



8	Effective and calm under pressure with the ability to successfully navigate complex situations.					5
9	A strong collaborative team orientation and a clear aptitude for collaborative decision making, problem solving and analysis.					4
10	Alignment with Q's values – as outlined in Q's approved organisation strategy.					5
11	Strong Microsoft Excel and Word skills					3