



# Q THEATRE — JOB DESCRIPTION

## HEAD OF PROGRAMMING AND PRODUCTION | TE PANE O NGĀ PAPONO ME

### WHAKAPUTANGA

**THE ROLE:** Head of Programming and Production | Te Pane o ngā Papano me ngā Whakaputanga

**REPORTS TO:** Chief Executive | Tumu Whakarae

**RESPONSIBLE FOR:** Programme Manager, Producers, Senior Technician, Production Coordinator

**DEPARTMENT:** Programming, Production

**TERMS:** Full Time

#### ROLE PURPOSE:

Q's Head of Programming and Production | Te Pane o ngā Papano me ngā Whakaputanga is responsible for the overall direction and delivery of Q's theatre, and associated activities, in our theatre spaces.

This senior role leads the development and implementation of Q's programme strategy and tactical programme decision making to deliver the outcomes contemplated in our organisation strategy and annual business plans. The role is also responsible for the Production Department activities, which must support both the programme and hirers/users of the Q with technical production services, equipment and expertise. A key feature of the role is the need to ensure a high quality of customer service across both the Programme and Production Departments. The line management responsibilities of the role are significant given the Production Department has a number has a small permanent core staff augmented by a pool of part time technicians. The role develops and sustains close relationships with a range of hirers, practitioners, joint venture and collab associates, and stakeholders in Q's programme. The role manages the programme budget and the production budget at Q and is accountable for delivering the budgeted attendance, utilisation, financial and customer satisfaction goals.

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 Programming and Production 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 reports (Programme Manager, Senior Technician, Producer/s, Technical Coordinator) and indirect reports (Programming and Production staff).
- Drive a "can do" B2B and B2C customer focused culture and ethic across the Programme and Production teams.

### PROGRAMMING

- Develop, implement, and champion programme strategy and decision-making frameworks.
- Evaluate, curate, and activate Q's arts programme in line with programme strategy and decision-making frameworks.
- Assess incoming arts enquiries in response to the programme strategy and decision-making frameworks.
- Assess arts and commercial projects requiring a joint venture/risk share arrangement by preparing working budget, internal risk assessment and suitability reports. Providing recommendations to the Chief Executive/Board as to programming suitability in line with annual programme budget.
- Be the lead for Q joint ventures and co-presentations where appropriate.
- Develop and deliver venue hire contracts with a range of clients to support the annual business plan goals for venue utilisation and revenue targets.
- Identify and activate programme gaps by working with arts organisations in line with programme strategy.
- Create and manage production budgets with support from the programme and production teams.
- Work closely with the Programme team to identify and share learning and performance improvement opportunities across the Q Programme.
- Curate and manage Q's Visual Art Programme.
- 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 with functional areas of responsibility.
- Measure and report against approved KPI measures and targets to Chief Executive at regular intervals.



## **PRODUCTION**

- Ensure the provision of high quality technical management services to Q and Q's hirers and users, working with production team members and other staff to plan the use of Q's spaces, equipment and technical staff to realise a high standard of production for hirers, audiences and visitors.
- Drive a culture of outstanding customer service that reflects Q's strategic plan and ambitions.
- Ensure the casual venue technician pool is resourced at the appropriate levels to balance Q's requirements, and that technical staff are appropriately trained and skilled for the tasks they are required to undertake.
- Ensure that Q Production Coordinators (and others where necessary) are supported in their work to obtain accurate information of all users of Q with regards to Health and Safety and risk management.
- Manage and implement systems to ensure all technical equipment is maintained, repaired, and replaced as required.
- Develop, implement and manage preferred supplier agreements for technical equipment and manage procurement within agreed budgets.
- Ensure that Q complies with all relevant legislation and applies for appropriate consents relating to any special requirements for the staging of events and productions.
- Ensure appropriate Production operating procedures, plans and reporting are in place.
- Work closely with the Production team to identify and share learning and performance improvement opportunities across the Production Department.
- Attend to all reporting requirements associated within Production functional areas of responsibility.
- Measure and report against approved KPI measures and targets to Chief Executive at regular intervals.

## **RELATIONSHIP MANAGEMENT AND BUSINESS DEVELOPMENT**

- Develop and maintain relationships with a wide cross section of the performing arts community, including the independent and emerging arts sector, seeing new work, keeping up to date with developments in the sector, and engaging with performing arts practitioners and senior industry figures on a regular basis.
- Develop and maintain relationships with both current and potential theatre hirers/partners across both the theatrical and the broader event sectors.
- Continually assess the opportunities to grow attendance and/or revenues across the widest range of business types to support the future financial sustainability of Q. Apply industry standard business analysis to a range of opportunities that will deliver new and additional attendances.
- Support the Chief Executive and Head of Marketing & Brand Communications to design, plan and deliver audience and sector development initiatives and programmes.

## **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 Programming and Production teams with the Q approved administrative systems, tools and processes, including but not limited to the venue management, HRIS and accounting requirements.
- Ensure the Programming and Production team members understand the benefits to Q that flow from wide compliance with these systems, tools and processes.



## HEALTH & SAFETY

- You are 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 equivalent training and experience.
- Have undertaken continuous learning and professional development.
- A wide knowledge and understanding of the issues, priorities and activities within the theatre industry.

### SKILL & EXPERIENCE

- Minimum of 10 years previous experience in a professional performing arts/events role.
- At least 5 years' successful experience in a senior line management role within any two or more of:
  - a major producing arts company;
  - a performing arts venue;
  - a significant event production company; or
  - another demonstrably relevant organisation.
- Experience working across a range of performing arts disciplines and a demonstrably strong understanding of the diverse range of programming and production activities that are undertaken in multi venue performing arts centres, across both theatrical and non-theatrical event types.
- Proven effective management of senior stakeholder relationships in the regional and national performing arts sector across Q's current and potential future ecosystem, including influencing, collaborating, and negotiating.
- Demonstrated financial management skills, including but not limited to robust understanding of the wide range of financial frameworks and structures used in the theatre/events sectors.
- Demonstrated event/show budget management skills, including event budget preparation, analysis, monitoring and reporting.
- Demonstrated commercial skills and experience.
- Excellent skills in the Microsoft Office suite of applications, especially Excel and Word.
- Strong working knowledge of venue and event management software systems.
- An active contributor to the performing arts sector in Tāmaki Makaurau and Aotearoa New Zealand.
- 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)
<b>1</b>	Minimum of 10 years previous experience in a professional performing arts/events role.					5
<b>2</b>	A demonstrably strong understanding of the diverse range of programming and production activities that are undertaken in multi venue performing arts centres, across both theatrical and non-theatrical event types.					5
<b>3</b>	Proven successful experience (5+years) in operational team management,					5
<b>4</b>	Proven effective management of senior stakeholder relationships in the regional and national performing arts sector across Q's current and potential future ecosystem, including influencing, collaborating, and negotiating.					5
<b>5</b>	Demonstrated financial management skills, including but not limited to robust understanding of the wide range of financial frameworks and structures used in the theatre/events sectors, and demonstrated event/show budget management skills, including event budget preparation, analysis, monitoring and reporting. Commercial decision making experience and expertise					4
<b>6</b>	Effective and calm under pressure with the ability to successfully navigate complex situations.					4
<b>7</b>	A strong collaborative team orientation and a clear aptitude for collaborative decision making, problem solving and analysis.					4



8	Alignment with Q's values – as outlined in Q's approved organisation strategy.					5
9	Strong Microsoft Excel and Word skills					3