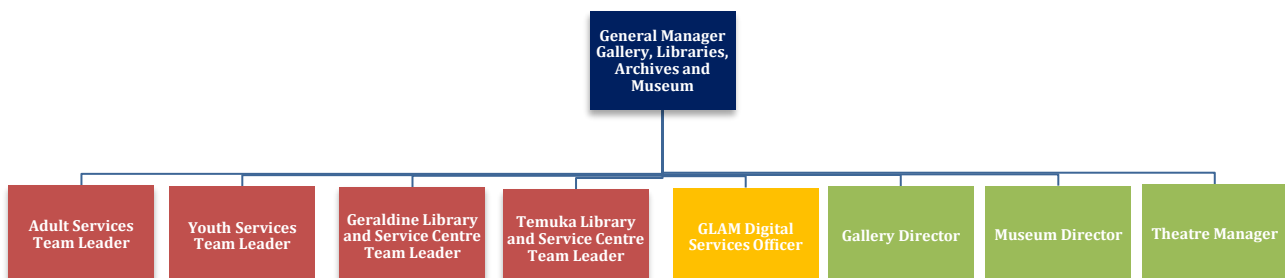


Position Description: Theatre Manager

Business Group	Gallery, Libraries, Archives and Museum
Reports To	General Manager – Gallery, Libraries, Archives and Museum (GLAM)
Direct Reports	4-5
Date	October 2025
Budget Responsibility	\$1,000,000 - \$2,000,000
Financial Delegation	TBA

Business Group Structure



Business Group Purpose

Gallery, Libraries, Archives & Museum (“GLAM Group”) plays a key role in the delivery of artistic, cultural and heritage services to the community. The GLAM Group is responsible for community initiatives, events and services that support various strategic Council objectives and goals, including a number of long-term capital expenditure projects.

Purpose of the Position

The Theatre Manager plays a pivotal role in leading the operations, programming, and strategic direction of a vibrant, multi-purpose performing arts venue owned and operated by the Council. This role ensures the Theatre delivers high-quality, inclusive, and engaging experiences that reflect the cultural aspirations of the district and contribute to community wellbeing.

The Theatre Manager is responsible for ensuring the delivery of high-quality, efficient, and customer-focused services. The role is responsible for optimising staffing to meet operational needs, while fostering a positive and high-performing team culture.

The role carries significant managerial and leadership responsibilities through effectively communicating organisational goals, safety practices, deadlines, and individual development plans for team members, while fostering a spirit of unity and teamwork amongst staff and volunteers.

Key Relationships / Customers

External	Internal
Volunteers	General Manager - GLAM
Users of the Facility	Communications Team Leader
National Touring Promoters	Customer Services Team
Touring and Local technical crews	Finance Team
Touring and Local performers	IT/Digital Team
Funding Agencies and Sponsors	Property/Facilities Team
Ticketing Agents	Health and Safety Team
Schools	SLT
Outside Producers/Venue Hirers	All TDC staff
Media	Cleaning Team

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Key Responsibilities

Operational

- Ensure compliance with Council policies, health and safety legislation, and relevant industry standards.
- Act as the key point of contact with members, artists, supporters, media and the community.

Programming and Community Engagement

- Curate and deliver a diverse programme of performances, events, and community activities that reflect the district's identity and priorities.
- Collaborate with local, regional, and national artists, promoters, and community groups to foster creative expression and cultural participation.
- Promote accessibility and inclusion in programming and venue use.

Financial and Performance Management

- Work with the Finance Business Partner to manage financial administration and develop effective procedures that support sound day-to-day financial operations.
- To identify, implement and evaluate programmes to meet the needs of the community and to maximise the usage and financial viability of the unit operations.
- Provide regular performance reports and insights to Council leadership.

Stakeholder Relationships

- Build and maintain strong relationships with performing arts organisations, schools, community groups, and internal Council teams.
- Work closely with Customer Services, Marketing & Communications, Property, and Facilities to ensure seamless service delivery.

Leadership and Team Development

- Lead, coach, and support Theatre staff and volunteers to deliver exceptional service and uphold Council values.
- Foster a culture of collaboration, continuous improvement, and professional development.
- Empower staff to take responsibility for their role, productivity, quality, continuous improvement and goal accomplishment.
- Delegate responsibility and accountability to team, monitor and provide regular feedback.

Venue Management

- Ensure the smooth management of the venue
- Provide a high quality and effective service that is responsive to community and Council needs with a focus on continuous improvement.

- Liaise with Assets and Infrastructure team in relation to building maintenance and any required minor works.

Performance and Event Management

- Manage front-of-house, box office and ticketing systems
- Organise opening nights and season launches
- Roster, motivate & supervise volunteers for front of house and productions
- Coordinate auditions and space allocation for rehearsals and performances.
- Provide managerial support and guidance to all artists and production teams on issues relating to production, artistic and venue matters.

Governance

- Ensure that the Theatre is administered in accordance with Council and that it complies with all legal responsibilities
- Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
- Ensure that the venue's signage complies with appropriate standards.

Publicity, PR and Marketing

- Work with the Communications Team in the implementation of all marketing and publicity campaigns for the Theatre activities
- Be actively involved in the production of all marketing materials (posters, postcards, press kits, newsletters, education resources, front of house displays and other promotional material)

Other

- Assist with other duties as reasonably required by the General Manager.
- Proactively lead the continuous development of health and safety culture and practices through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.
- To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously create a team culture that is consistent with the overall organisation's values and above the line behaviours.
- To be actively involved in Civil Defence Emergency Management when required.
- Commitment to the principles of the Treaty of Waitangi.

Formal Qualifications / Training / Experience

Minimum Qualification	Events Management/Performing Arts degree.
Desired Qualification	Arts Management qualification or tertiary degree.

Minimum Experience	3 - 5 years venue or theatre management experience
Desired Experience	More than 5 years venue or theatre management experience
Mandatory Training requirements (these may be reviewed and updated from time to time)	

Key Competencies / Skills / Knowledge

- A passion for the performing arts.
- Demonstrated ability to lead and develop a team in a team-oriented workplace, with a focus on active performance engagement.
- Outstanding interpersonal relationship building that is silo free, accepting of change with a learning organisation mentality.
- Demonstrated ability to serve as a knowledgeable resource to the Council's Management team that provides leadership and direction.
- Advanced written, verbal and non-verbal communication skills.
- Knowledge of the functions, operation, and marketing of Theatres.
- Demonstrated knowledge of budget development, management and reporting, basic economics and accounting principles and practices.
- Demonstrated ability to give and receive constructive feedback.
- Sound computer skills in the Microsoft Windows environment, advanced knowledge of Excel is a must.
- General knowledge of relative compliance, legal, laws and practices.
- Excellent problem solving and self-organisation management skills.
- Honesty, integrity and a trustworthy manner.
- Excellent time management skills.
- Be well presented and customer-focused.
- Have Flexibility in hours worked and ability to work evenings and weekends.
- A background in or ability to learn with and understanding multimedia, sound and lighting platforms.
- Understand and have experience in the technical aspects of running the 'back of house' in a theatre.
- Experience with computers, multi-media projectors, and the latest software, including PowerPoint.
- Experience in programming, event coordination, or production management.
- Familiarity with technical theatre operations (e.g. lighting, sound, AV systems).
- Proven experience in staff leadership, budget management, and stakeholder engagement.
- Background in Health and Safety as it relates to the theatre industry.
- Familiar with or capable of learning ticketing systems – such as Patronbase, where there is an ability to set a fee structure and achieve revenue.

**General Manager – Gallery, Library,
Archives and Museum**

[Employees Name]
Theatre Manager

Date

Date