

NEW ZEALAND FESTIVAL

POSITION DESCRIPTION – EDUCATION & COMMUNITY COORDINATOR

The New Zealand Festival is a biennial multi-arts festival held in Wellington. The next Festival is scheduled for 23 February – 18 March 2018. This position runs from Monday 2 October 2017 until Thursday 29 March 2018.

PURPOSE OF THE POSITION

To work alongside the Education & Community Producer and with the wider Festival team, where appropriate, to help realise a successful 2018 Festival. The Education and Community team is responsible for the management and delivery of the Festival's schools programme, *SchoolFest* and its regional programme *Festival on the Road*.

Festival on the Road involves a selection of Festival shows travelling to the Wellington regional centres of Upper and Lower Hutt, Porirua, Kapiti Coast, Otaki and the Wairarapa.

SchoolFest involves school groups from throughout New Zealand attending Festival shows as well as, in some cases, Festival shows travelling to perform at local and regional Wellington schools.

The Education & Community Coordinator is mainly responsible for rolling out the *SchoolFest* programme and its associated activities including workshops for school groups and industry graduates and also supports the *Festival on the Road* programme.

General duties involve:

- Assist with all matters relating to the facilitation and organisation of *SchoolFest* and *Festival on the Road* for the 2018 Festival. This is to include performances and workshops as well as administrative tasks such as ticketing, reviewing and maintaining databases, producing resources and general communications relating to the position.
- Gain an overview and understanding of the Artistic Director's vision for the 2018 Festival in order to use this information to assist with coordinating *SchoolFest* for the 2018 Festival.

KEY CAPABILITIES

The key capabilities of the role are:

Department Team Member

The Education & Community Coordinator needs to work closely and constructively as a member of the programming team in order to successfully coordinate the *SchoolFest* programme and support *Festival on the Road* at the 2018 Festival in a high-pressure environment.

Logistics and Planning

The Education & Community Coordinator needs a head for complex logistics, and will be required to coordinate a large amount of information related to bookings and ticketing. This includes liaising with a diverse network of schools throughout Wellington and New Zealand and managing the different expectations and requirements of each group. Close liaison with the Festival's Ticketing Coordinator is essential as is precise communications with school groups and attention to detail. Excellent problem-solving skills are essential to this role.

Administration

A very important aspect of the Education & Community Coordinator's role is the ability to multitask under pressure, coordinate a diversity of information, meet deadlines whilst maintaining attention to detail, and excellent written and oral communication. An understanding of curriculum based learning is desirable but not essential.

Professional Environment

The New Zealand Festival is a high-pressure environment. The Education & Community Coordinator needs to remain level headed in this deadline driven and an increasingly busy role. Experience in similar high-pressure environments would be highly beneficial. During the Festival period work hours will vary day to day, it is essential that the Education & Community Coordinator is flexible and available to work whatever days and hours are required.

Relationship Building

The Education & Community Coordinator needs to relate well to a large diversity of people, maintaining positive interpersonal relationships with all external and internal stakeholders whilst promoting and representing the Festival in the best manner possible.

RESPONSIBILITIES:

The Education & Community Coordinator will be responsible for assisting the Education & Community Producer with the logistical planning for *SchoolFest* and *Festival on the Road* programmes, including the following key focuses:

TICKETING & SCHOOLFEST BOOKINGS

1. Responsibility for PatronBase database including daily input and coordination of all schools' bookings for both *SchoolFest* shows and workshops.
2. Ensure that an updated database and mailing list of all schools and educational institutions in the Wellington region, with names of Principals and Heads of Departments, is maintained.
3. Re-allocate tickets to schools that may be on the waiting list when bookings are cancelled for existing performances.
4. Regular liaison with schools nationally regarding the programme, scheduling, methods of payment and ticket availability.
5. Confirmation of bookings and coordination of ticket distribution to all schools in close liaison with the Festival's Ticketing Coordinator.

PRODUCTION AND LOGISTICS

6. Assist the Education & Community Producer to deliver the *SchoolFest* programme launch event for teachers.
7. Be the main conduit between schools and venues with regards to transportation and the management of transport on the day of a performance.
8. Meet and greet schools at venues where *SchoolFest* performances and workshops take place and represent the Festival at main performances where schools are present to ensure everything runs smoothly.
9. Where required, liaise with *SchoolFest* venue managers regarding schools' attendance to performances during the New Zealand Festival.

MARKETING

10. Contribute to all planned *SchoolFest* communications including newsletters, EDMs and the brochure mail-out.
11. Coordinate and produce *SchoolFest* Teacher Resources and Teacher Packs, in liaison with the Education & Community Producer and Marketing staff.
12. Coordinate social media for *SchoolFest*
13. Coordinate the delivery of teacher and student feedback forms.

REPORTING

14. Provide the Education & Community Producer with regular briefings on developments and progress in all areas of responsibility including any issues, challenges and financial concerns that may arise.
15. Provide the Education & Community Producer on completion of the Festival, with a full and comprehensive report, including an assessment of *SchoolFest*, its strengths and weaknesses, and suggestions for the future.

GENERAL

- Keep up to date and informed about the artistic content of the 2018 Festival.
- Assist with the regional *Festival on the Road* programme as required.
- Assist with any other tasks related to the Festival as they arise.
- Assist in solving any problems, should they arise, related to *SchoolFest* and *Festival on the Road*.
- Attend Staff meetings.

SKILLS REQUIRED

- A working knowledge of the Wellington education sector is highly desirable
- Excellent written and oral communication skills
- Excellent administrative and organisational skills
- Keen attention to detail and achievement of accuracy
- Excellent time management and forward planning skills
- Demonstrated ability to work as part of a cohesive team
- Ability to think strategically and creatively and carry out responsibilities independently
- Strong administrative skills including Word, Excel, Outlook, databases and scheduling
- Full, clean and current driver's license and confidence driving cars and vans

ACCOUNTABILITY

The position of Education & Community Coordinator is directly responsible to the Education & Community Producer. However, a close and harmonious working relationship must be maintained with the staff from other departments including the Programming, Technical, Marketing and Finance teams. If, at any time, the Education & Community Producer is not available then the Education & Community Coordinator shall be directly responsible to the Head of Programming.