**Reports to: Programme Manager**

**Direct Reports: n/a**

**Working Hours: Part-time / 30hrs pw**

Programming

Assistant

**Principle Purpose of the Role**

As one of the UK’s largest regional arts centres, Lighthouse is a busy, fast-paced environment that aspires to always be progressive for our artists and our audiences. Lighthouse presents approximately 350 live productions and screens a significant film programme each year across four main auditoria as well as an expanding Creative Engagement programme.

As an Arts Council National Portfolio Organisation, we pride ourselves on maintaining a multi-artform received programme that is considered high in quality, credibility, and features something for everyone with diversity at its heart. The programme is the main driver for all that we do, and we work with numerous producers and promoters to deliver it.

This role supports the administration of the Programming Department to ensure the smooth planning and effective delivery of all events.

PROGRAMMING

* Support the administrative delivery of a diverse and high-quality programme across all auditoria at Lighthouse meeting Lighthouse’s artistic and commercial objectives.
* Act as the first point of contact for the programming department and respond to incoming unsolicited correspondence from producers and promoters in a friendly and professional manner.
* Undertake research into, and check availability of, independent artists, companies and productions as directed by other members of the department.
* To attend events at the Lighthouse and other venues to assess their quality and suitability of performances for presentation.
* As directed by members of the programming department, create appropriate pricing schedules and gross potentials for visiting productions that respect their perceived value, satisfy financial requirements, and take account of Lighthouse’s commitment to accessibility for patrons.
* As directed by the Head of Programming, establish all other contractual terms with producers, promoters, and agents throughout the programming process as requested by other members of the department.
* To ensure all contracts are issued and signed copies are returned by the producer/promoter in advance of any public announcement, pursuing as required and keeping accurate records of contract status.
* Manage the accurate recording, reporting, and collation of data relating to events taking place at the Lighthouse, as required by the Head of Programming and other stakeholders.
* Present Lighthouse in a positive, welcoming light to create an attractive and appealing proposition for potential visiting companies.
* Provide a warm welcome and greet Company/Tour Managers on behalf of Lighthouse upon their arrival ahead of performances ensuring an excellent standard of customer service.
* Provide administrative and production support to all in-house produced/curated productions or festivals of work to ensure the smooth running of these events, including attendance when required.
* Work with the Creative Engagement team, and the visiting companies, to maximise the number of appropriate ancillary events linked to the programme i.e., post-show talks, access performances etc., as required.
* Arrange any necessary travel and accommodation for visiting artists.
* Work with all necessary internal teams in the delivery of VIP guest events, opening nights, and post-show company hospitality.

**COMMUNICATION**

* To update and maintain the central venue management system (Artifax 4) with information regarding all Artistic and Creative Engagement activities taking place at the Lighthouse.
* Ensure all accompanying and necessary production detail relating to the received programme is recorded meticulously and accurately within the venue management system (Artifax 4) and disseminated to the necessary departments in a timely manner.
* Support the Programme Manager with the configuration elements of the venue management system (Artifax 4) with training provided to become a super-user.
* Attend regular internal programming and operations meetings to report on any developments related to necessary programming activity.
* Take minutes for all programming meetings as required by Head of Programming.
* To maintain clear and accurate records and data for reporting purposes
* Be considerate to the needs of other departments within Lighthouse i.e., being aware of internal deadlines such as those for marketing brochures and operational staff rotas.
* Liaise with visiting companies ahead of their visit to Lighthouse in order to ensure all necessary information has been transferred between both parties including communicating all details on show riders to the appropriate teams.

**FINANCE**

* Support the Head of Programming to prepare budgets for shows and projects that Lighthouse may be considering for development and/or presenting.
* Monitor ticket sales and keep actual figures updated on the programming budget.

**GENERAL**

* Engage in professional development (CPD) opportunities as required.
* Perform any other reasonable duties as assigned by the Head of Programming.
* Adhere to all of Lighthouse’s policies and procedures.

**TRAINING**

* Take responsibility for your own training and development, including attending and completing relevant induction and mandatory training. Core Training will cover Online IHASCO training and Health and safety as part of the induction.
* To participate with your review process with your line manager, every 6 months and to take up opportunities identified as part of your learning and development.

**EDIB**

* Embrace and promote inclusivity and relevance throughout all aspects of work.
* Support the Head of Programming in ensuring that Lighthouse’s diversity aims are delivered within the programme.

**VALUES**

* Ensure that Lighthouse’s values are applied to all areas of work and responsibility.
* Minimise Lighthouse’s environmental impact wherever possible.
* Ensure that all duties are delivered efficiently and effectively.

PERSON SPECIFICATION

**ESSENTIAL REQUIREMENTS**

* Prior experience of having worked in a cultural environment.
* Excellent administration skills
* Understanding of venue administration, producing and/or programming.
* Strong artistic appreciation and passion for live entertainment.
* The ability to operate in a professional manner in a fast-moving environment, including the ability to manage competing priorities.
* Meticulous attention to detail.
* Excellent communication with good written, verbal, and interpersonal skills.
* Excellent IT skills and great at learning new IT systems.

**DESIRABLE REQUIREMENTS**

* Qualification and/or training in arts management or programming.
* Knowledge of producing live performance.
* Working knowledge of performers’ contracts administration.
* Understanding of pricing strategy.
* Experience of using Artifax 4.
* Experience of using Spektrix and/or Purple Seven.
* Experience of working with external promoters.

**PERSONAL CHARACTERISTICS**

* Happy to be a team player with a good sense of humour and a ‘can do’ attitude.
* Ability to pick up new skills and methods of working quickly and accurately.
* Be a creative thinker and adaptable to change.
* Have a passion for cultural engagement.
* Excellent interpersonal skills and ability to build strong relationships.
* Proactive, aspirational, and forward-thinking.
* Willing to work evenings and weekends as required.
* Empathetic, compassionate, and with a positive outlook.