**A picture containing text, clipart

Description automatically generated**

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

|  |  |
| --- | --- |
| **Role Title** | Facilities Coordinator |
| **Reports to** | Building & Facilities Manager |
| **Hours** | Full-time, 40hpw |
| **Contract** | Permanent |
| **Annual Leave** | 33 days per annum, inclusive of Public bank holidays |
| **Salary** | £27,037 |
| **Location** | Eastbourne |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT THIS ROLE

Facilitating the needs of the various users and requirements of Eastbourne Theatres, to undertake the provision of general security, porterage, maintenance, H&S, customer service and cleaning service within and around the buildings.

The postholder is responsible for:

* Supporting the day-to-day operations of Eastbourne Theatres ensuring that they are well maintained, safe and compliant with all relevant standards
* Providing operational and administrative support to the Building & Facilities Manager
* Ensuring that the venues operate efficiently and effectively by managing maintenance, repairs, and other operational aspects of a building or property

ABOUT YOU

You are a hands-on, detail-oriented professional. With experience in facilities coordination or venue operations, you understand the unique demands of performance spaces and thrive in a fast-paced, dynamic environment. You take pride in ensuring the building is safe, well-maintained, and show-ready always. You’re just as comfortable managing contractors and maintenance schedules as you are supporting front-of-house and technical teams during busy event periods. Your excellent communication skills, practical mindset, and flexible approach make you a vital part of the venue's operational heartbeat.

JOB ROLE

KEY RESPONSIBILITIES

• To provide positive assistance to the users of Eastbourne Theatres and associated venues and spaces

• Ensuring security of the buildings and monitoring of visitors and occupants

• Porterage, including the moving of furniture and erection and dismantling of equipment

• To fulfil appropriate audio-visual assistance for small meeting and functions, ‘plug and play’ provision with existing set-up systems

• Setting up and striking the various room requirements for the different events effectively ensure all safety issues are fulfilled

• To provide a direct frontline role for all activities to ensure effective and efficient customer service

• To ensure that all spaces and their immediate surrounds are kept in a clean and hygienic condition

• Duties to include cleaning washing, sweeping vacuum cleaning, emptying of bins, polishing, and dusting, using where appropriate powered equipment

• To carry out maintenance as required, including all domestic plumbing requirements, painting, and assisting in boiler maintenance

• To work with the maintenance team in decoration of the venues and spaces, including all preparation and action to ensure they are presented at the highest possible standards at all times

• Using basic security equipment and acting as first point of contact with the emergency services as directed

• To replenish of consumable toiletry stock as required including assisting with ordering stock

• To support the Facilities Manager with routine H&S, Water safety & Fire Risk Management monitoring and testing

• To ensuring that the Premise Licence, Health & Safety at Work Act and Customer Care Policy are always adhered to

PERFORMANCE MEASURES

* **Maintenance Completion Rate**

At least 95% of scheduled maintenance tasks and reactive repairs are completed on time and to the required standard.

* **Venue Readiness**

Ensure 100% of performance and event spaces are prepared, clean, and operationally ready before public and artist access deadlines.

* **Health & Safety Compliance**

Maintain full compliance with health and safety regulations, with zero reportable incidents due to facilities-related issues.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.