

KEY INFORMATION

Role Title	Events Coordinator
Reports to	Customer Experience Manager
Responsible for	No direct reports When on duty: responsible for casual and zero-hours operational staff (alongside the Duty Manager)
Hours	Part Time
Contract	Permanent
Annual Leave	33 days per annum inclusive of public holidays (Pro Rata)
Location	On-site at Southend Theatres (Cliffs Pavilion & Palace Theatre)

INTRODUCTION

Events Coordinators support the delivery of events, ensuring they run smoothly and contribute to the commercial success of Southend Theatres. These are operational, hands-on posts

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 SOUTHEND THEATRES

Southend Theatres comprises the Cliffs Pavilion, the Palace Theatre and the Dixon Studio in Essex and is managed by an experienced team of over 250.

Southend Theatres is one of the most successful theatre, event and hospitality operations in the UK, delivering nearly 1,000 events every year, with venue capacities ranging from 80 seats to 2,200 seating/standing.

ABOUT THIS ROLE

The Events Coordinators support the coordination and delivery of events across Southend Theatres. Working as part of the Customer Experience team, the Events Coordinators ensure events run smoothly, assisting with planning logistics, room setups, customer communications and onsite coordination. This role plays a vital part in providing an excellent customer experience and maintain Southend Theatres' position as the key venue for events in Essex and beyond.

This is an operational, hands-on post which will act as a duty manager for events as required.

ABOUT YOU

You are customer-focused and commercially savvy, with a strong working knowledge of events and food and drink operations customer-facing operations. You have experience supervising operational staff and some sales experience, including the ability to upsell to customers during the event planning process. You are motivated to learn new skills and develop professionally.

You thrive in highly commercial environments within large corporate organisations, demonstrating a strong customer service ethos and a genuine commitment to delivering an excellent experience every time.

Flexible, energetic, and resilient, you are results-focused and motivated by driving profitability and operational efficiency. You communicate professionally and confidently, maintaining an excellent manner when dealing with the public and colleagues.

You adapt well to changing business needs and remain calm, focused, and effective under pressure. You also have a solid understanding of risk management, Health and Safety, and licensing obligations, and can apply and enforce these effectively in operational settings.

JOB ROLE

KEY RESPONSIBILITIES

1. Event Planning & Delivery

- Support the planning and coordination of events, ensuring spaces are correctly set up, materials are prepared, and operational details are accurate and clearly communicated.
- Lead the on-the-day delivery of allocated events, ensuring smooth execution and prompt, professional response to customer needs.
- Ensure all event documentation, including contracts, operational notes and post-event feedback, is accurately completed, recorded and actioned.
- Support show-rounds and venue tours for potential clients, acting as a knowledgeable and enthusiastic representative of Southend Theatres.

2. Operational Supervision & Duty Support

- Act as Duty Supervisor / Duty Manager for events on a rota basis, supporting safe and effective operations during daytime, evening, weekend and bank-holiday trading.
- Collaborate with Duty Managers and wider teams to ensure seamless operational delivery during events.
- Supervise and coordinate casual and zero-hours operational staff during events, ensuring clear direction, support and service standards.

3. Customer Experience & Commercial Delivery (Operational Execution)

- Deliver high standards of customer experience across all customer-facing operations, role-modelling service behaviours and standards.
- Support income generation across bars, catering and retail by delivering services effectively in line with direction from the Duty Manager.
- Manage event stock, including glassware, crockery and event equipment, ensuring availability, correct use and appropriate storage.

4. Safety, Compliance & Risk

- Ensure all event operations comply with relevant legislation, licensing conditions and Health & Safety requirements.
- Act as a nominated First Aider, responding to incidents, ensuring accurate recording and appropriate follow-up.
- Support the implementation of emergency and evacuation procedures during events, working closely with the Duty Manager.
- Maintain a safe environment for staff, customers, contractors and visiting companies during supervised events.

5. People Support & Professional Standards

- Support the supervision, training and motivation of casual and zero-hours staff to deliver excellent customer experiences.
- Maintain personal competence through training, development and awareness of best practice.
- Comply with uniform and personal protective equipment requirements

PERFORMANCE MEASURES

- Venues' profitability
- Smooth execution of event logistics and coordination
- Customer satisfaction ratings

FURTHER INFORMATION

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to

time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience, and capabilities, as directed by the Deputy Customer Experience Manager, Customer Experience Manager, General Manager, Venue Director or other senior leaders.

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.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.

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