JOB DESCRIPTION

Job Title: Hires & Events Coordinator

Location: Chelsea Theatre, 7 World's End Place, London SW10 0DR

Reports to: Head of Visitor Experience & Events

Hours: Full-time or part-time (minimum 3 days spent on hires and events

coordination, option of 1–2 days covering front-of-house shifts; occasional evenings/weekends)

Salary: £27,000 per annum (full-time equivalent)

About Chelsea Theatre

Chelsea Theatre is a state-of-the-art theatre and community hub set in the heart of World's End Estate in West London, open Mon–Sat. It offers a vibrant café, bar and terrace, along with rehearsal studios, meeting rooms, exhibition spaces and a 130-seat theatre.

Chelsea Theatre prides itself on being a flexible space where community, artists and audiences can connect and explore their creativity:

• We offer a safe space to relax and meet others, welcoming 100+ visitors per day

• We reach 6,000+ people per year through community activities, education and outreach

• Our free creative development programme serves young people across RBKC and Greater London

Our vision is for Chelsea Theatre to be a powerhouse for developing local creative talent, and a vibrant community hub dedicated to improving the wellbeing of residents.

Role Purpose

The Hires & Events Coordinator plays a central role in maximising income from

venue hires and ensuring excellent client and visitor experiences. You will handle all hire enquiries and administration, maintain accurate systems and reporting, and provide hands-on support across the theatre's busy event schedule.

This is a dynamic role for someone who enjoys both people-focused front-of- house work and detail-oriented administrative coordination.

Key Responsibilities

1. Hire Enquiries & Client Liaison

• Respond to all hire enquiries within 3 working days, providing friendly and professional information about Chelsea Theatre's spaces and services.

• Work closely with the Head of Visitor Experience & Events and Production Manager to convert enquiries into confirmed bookings and deliver a smooth customer journey from initial enquiry to post-event feedback.

• Provide clear and accurate quotes, draft hire agreements, issue and chase invoices, and maintain accurate hire records.

• Liaise with the Production Manager regarding theatre hires, ensuring smooth coordination with the wider programme and technical requirements.

2. Hire Administration & Systems Management

• Keep the Plinth platform up to date for all hires, ensuring accurate

schedules, contacts, costs and event details.

• Manage Chelsea Theatre's presence on third-party hire platforms, updating listings and responding promptly to leads.

• Monitor hire activity, track income, and prepare regular hire performance reports for the Head of Visitor Experience & Events and CEO.

• Ensure all hire documentation is accurate, accessible and compliant with the Theatre's procedures and policies.

Event Coordination & Delivery

• Support the planning and delivery of hires, performances and community events, liaising with technical, café/bar and front-of-house teams to ensure smooth handovers and operations.

• Act as a point of contact for hirers on the day of their event, ensuring they feel supported and that all requirements are met.

• Assist in preparing event schedules, checklists and risk assessments where required.

4. Front of House Support (if 4 days per week or full-time role)

• Work 1–2 days covering front-of-house shifts, ensuring excellent visitor service across weekly activities, café/bar operations, performances and events.

• Contribute to Chelsea Theatre’s welcoming atmosphere, supporting audiences, artists and community users.

• Keep the front of house areas tidy.

• Check toilets and replenish supplies.

• Sell tickets in person at the box office.

• Monitor the admin email.

• Any other duties as requested by the Head of Visitor Experience and Events.

Person Specification

Essential experience & skills

• Strong administrative skills with excellent attention to detail and accuracy.

• Ability to manage multiple enquiries, deadlines and clients simultaneously.

• Excellent interpersonal and communication skills – confident, warm and professional with clients and colleagues.

• Strong IT skills (Excel, Word, and cloud-based systems).

• Ability to work independently and as part of a team in a busy multi-purpose venue.

• Flexible approach — willing to work some evenings and weekends for events.

Desirable attributes

• Experience coordinating hires, events or bookings within a venue, hospitality or cultural environment.

• Experience producing quotes, contracts, invoices and maintaining booking systems.

• Knowledge of Plinth or similar hire/event management platforms.

• Interest in arts, community engagement or cultural programming.

• Experience working front of house or in a customer-facing role.

Additional Information

The role will require some flexibility, including occasional evening and weekend work to support events and hire activity.

Chelsea Theatre is fully accessible and is committed to equality, diversity and inclusion; we welcome and encourage applications from under-represented groups.

How to Apply

Please send:

• Your CV

• A cover letter of no more than two sides of A4 to **Katie Elston, CEO at katie@chelseatheatre.org.uk by 9am Wed 3 December.**