



Job Title:	Theatre & Events Co-Ordinator	Job Category:	MMC Venue Staff
Department/Group:	MMC Venue	Job Code/ Req#:	
Location:	Mountsorrel	Travel Required:	
Level/Salary Range:	£14.15	Position Type:	30-37 hours (dependent on applicant)
Line Manager: HR Contact:	Customer Relations Manager	Date Posted:	30 th March 2026
Responsible for :	NA	Posting Expires:	14 th April 2026
External Posting URL:	www.mountsorrelparishcouncil.gov.uk www.mmcvenue.co.uk		
Internal Posting URL:			
Applications Accepted By:			
Email: manager@mmcvenue.co.uk		Address: Venue Manager, 105 Leicester Road, Mountsorrel, Leicestershire, LE12 7DB	
Job Description			
<p>Job Purpose</p> <p>We are seeking an enthusiastic and creative Theatre Event Coordinator to help deliver exceptional experiences across our venue. This dynamic and varied role supports a wide range of activities, including wedding celebrations, theatre productions, conferences, fayres, and community events, while also nurturing and managing existing client and partner relationships. The successful candidate will bring fresh ideas, strong organisational skills, and a passion for crafting memorable moments. Weekend and evening availability is essential, as the role includes duty managing events, shows, and operational activity to ensure the smooth, safe, and professional running of the venue.</p> <p>Your main responsibilities are to:</p> <ul style="list-style-type: none"> • Book, coordinate and deliver a range of events, including wedding celebrations, theatre productions, conferences, and fayres. • Act as duty manager for events and shows, ensuring smooth, safe, and professional operations. • Manage and nurture existing client and partner relationships while proactively seeking new customers and event opportunities. • Oversee event logistics, working closely with internal teams to ensure seamless delivery. • Contribute creative ideas to enhance events, audience experience, and venue presentation. 			



- Work evenings and weekends as required to support the operational needs of the theatre.

Event Coordination

- Act as the primary contact for hire bookings for wedding celebrations, parties, theatre groups, fayres, and dance performances.
- Liaise with customers to confirm booking requirements and ensure all needs are met.
- Coordinate with suppliers and ensure all required documents are received.
- Work with internal teams to ensure everyone is briefed and events run smoothly.
- Develop and manage MMC-hosted events such as fayres, festivals, and community days.
- Duty manage events and shows, including opening/closing the building, supervising staff, and overseeing bar operations. Duty Management shifts will primarily support event hires, while also covering shows and wider venue operations as required.
- Follow up event enquiries, convert leads into bookings, and support income generation across the venue.
- Identify and pursue sponsorship opportunities that support the Venue's programme, community engagement activity, and strategic objectives, working with local businesses, organisations, and stakeholders to secure financial or in-kind support.
- When required support the Marketing Manager in promoting events, create content and ensuring the delivery of accurate, engaging event information across all platforms.

Visitor and Enquiries

- Provide excellent customer service at all times.
- Meet and greet visitors and manage reception enquiries.
- Handle phone calls, ticket bookings and customer queries promptly and positively.
- Manage visitor procedures and event signage alongside the Venue Service Administrator.

Systems

The ability to use the following systems (training provided):

- Microsoft Office (Outlook, Word, Excel).
- EDGE booking system.
- Box Office ticket booking system.

Finance/ Money Handling

- Check and balance reception floats, petty cash, and bar tills.
- Process payments and issue receipts.
- Reconcile daily income and support invoicing.

Health, Safety and Security

- Act as a key holder, opening, closing, and securing the building.
- Lead evacuations when duty managing and ensure fire warden roles are assigned.
- Report health and safety issues and manage key sign-in/out procedures.

Additional Duties

- Record and share customer feedback.
- Maintain tidiness in shared areas.
- Complete personal annual leave forms.
- Adhere to dress standards.
- Provide short-term cover for other roles when required.

Qualifications & Education Requirements

See person specification

Other information:**External and Internal Contacts**

Councillors, customers, contractors, suppliers, members of staff and partner agencies.
Face to face, telephone, written and electronic communication.

Working Environment

Adhere to all policies and procedures in the Employee handbook

This role is Venue based.

The Council operates a smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings.

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.



Health and Safety at Work

Mountsorrel Parish Council's policy, and all relevant Health and Safety at work instructions are to be considered as part of this job description.

Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

Council Policies

The post-holder is expected to familiarise themselves with and adhere to all relevant Council policies and procedures.

Performance Management

You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	

PERSON SPECIFICATION

	Essential Attributes	Desirable Attributes
Educational Qualifications	<p>Good standard of general education (GCSE level or equivalent).</p> <p>Evidence of ongoing professional development or willingness to undertake training.</p>	<p>Qualification in Events Management, Hospitality, Arts Administration, or related field.</p> <p>First Aid, Fire Warden, or Health & Safety training.</p>
Communication Skills	<p>Excellent verbal and written communication skills.</p> <p>Confident in dealing with customers, suppliers, and internal teams.</p> <p>Ability to handle enquiries professionally and convert them into bookings.</p> <p>Strong interpersonal skills with a warm, welcoming manner.</p>	<p>Experience producing event information, copy, or promotional content.</p> <p>Ability to support marketing activity through clear, engaging communication.</p>
Knowledge and Experience	<p>Understanding of event coordination, customer service, or hospitality operations.</p> <p>Ability to duty manage events, supervise staff, and ensure safe operations.</p> <p>Knowledge of basic event logistics (room layouts, schedules, supplier coordination).</p> <p>Awareness of health and safety responsibilities within public venues.</p>	<p>Knowledge of theatre operations, community events, or arts venues.</p> <p>Understanding of licensing, safeguarding, or compliance requirements.</p> <p>Familiarity with bar operations or front-of-house procedures.</p>
Skills	<p>Strong organisational and multitasking abilities.</p> <p>Creative approach to event planning and problem-solving.</p> <p>Ability to work under pressure and make sound decisions.</p>	<p>Experience developing new event ideas or improving audience experience.</p> <p>Sales-focused mindset with confidence in seeking new customers or opportunities</p>



	<p>Proactive attitude with the ability to follow up enquiries and generate income.</p> <p>Ability to work evenings and weekends as required.</p>	
Information Technology	<p>Confident using booking systems, databases, or CRM tools.</p> <p>Ability to process ticket sales and manage online bookings.</p> <p>Competent with Microsoft Office (Outlook, Word, Excel).</p>	<p>Experience with Edge booking system or similar venue management software.</p> <p>Familiarity with ticketing platforms and basic digital marketing tools.</p>
Other	<p>Reliable, professional, and committed to high standards of service.</p> <p>Flexible and adaptable, with a willingness to support wider venue operations.</p> <p>Ability to act as a key holder and lead building procedures.</p> <p>Positive, enthusiastic, and team-focused.</p>	<p>Interest in theatre, community arts, or cultural events.</p> <p>Ability to contribute ideas to marketing, promotion, and audience engagement.</p>