

Systems Catalyst - Full Job Description

Basement Theatre

Role Description

The purpose of this role is to oversee and coordinate Basement Theatre's various digital systems. This primarily includes the administration of ticketing systems, ticket sales and settlement for all Basement-produced and artist-produced events, and acting as the main ticketing and Front of House liaison for all producers and hirers working with Basement. Managing event listings across multiple websites and platforms, audience and artist data management, and supporting both Front of House and Programming departments for smooth delivery of Basement's regular programming.

Although this role is not full-time, the person in this role will be an important member of the Basement whānau and integral to the smooth administration of Basement. Therefore there is an expectation that the person in this role takes part in Basement's key whanaungatanga activities and development events beyond their immediate tasks.

BREAKDOWN	
Title:	Systems Catalyst
Hours:	28 hours per week (0.7 FTE) (within Mon - Fri, 9am - 5pm)
Place of work:	Hybrid - Basement HQ (1/323 Queen St), Basement Theatre, and remote
Salary:	\$50,000 - \$55,000
Ideal Start Date:	13 January, 2025
KEY RELATIONSHIPS	
Reports to:	Marketing and Relationships Manager, General Manager
Works closely with:	The Systems Catalyst will work directly with Basement's General Manager, Marketing and Relationships Manager and Venue Manager. They will also work alongside the Programme Navigator and the programming team.
Key stakeholders:	Clients and artists using Basement Theatre, ticketing and publicity suppliers, patrons/audiences.
JOB PURPOSE	
The Systems Catalyst is responsible for carrying out ticketing, front of house and administration tasks for Basement Theatre's core activity. This includes working across our 'hire-for-nothing' shows, our 'regular events', our 'one-off events', and our artist development programmes. This role is crucial to the execution of all of Basement's activities, and functions as an important bridge between departments.	

TASKS

Ticketing Management

Listings	<ul style="list-style-type: none"> ● Load and update all ticketing listings with the support of our ticketing provider ● Manage the uploading, promotion, archiving and upkeep of event listings on the Basement website and other platforms ● Assist the Marketing Manager with other Basement website tasks when needed ● Ensure all listings contain accurate and up-to-date messaging from Basement relating to a patron's visit ● Monitor and rectify any issues relating to ticketing systems
Working with hirers and producers	<ul style="list-style-type: none"> ● Support and implement the ticketing needs of hirers and producers, such as special promotions or subscriber functionality ● Manage the ticketing implications of show cancellations or postponements ● Manage all opening night and season complimentary lists and house seats ● Monitor ticket sales of hirers and action ticketing requirements in cases of low ticket sales ● Support the General Manager and Programme Navigator to ensure all client contracts are up-to-date and processed ● Process and distribute settlement documents at the end of each season
Patron support	<ul style="list-style-type: none"> ● Manage patron ticketing issues, such as refunds or transfers ● Ensure patron terms and conditions (such as Covid-19 or major force majeure type disruptions) information at point of purchase is up-to-date
Systems and processes	<ul style="list-style-type: none"> ● Give weekly box office updates during Basement's All Staff Hui ● Order ticketing & box office supplies and liaise with our ticketing supplier ● Train Venue Hosts in iTicket and Basement box office systems ● Support continual improvement of the functionality of the ticketing platform, ● Work with General Manager to update and maintain Box Office data and reporting information across the year and assist with end of season wrap-ups reporting
Front of House	
Working with hirers and producers	<ul style="list-style-type: none"> ● Assist with opening night invitations to industry and media guests, as selected by Basement management ● Respond to customer complaints, queries and feedback received via email and phone during the day
Coordination	<ul style="list-style-type: none"> ● Collect and provide briefing information for all staff on current and upcoming programming and patron needs ● Support programming and venue staff to plan for smooth delivery in the Front of House space ● Support the training of new Front of House staff in systems and procedures
Patron support	<ul style="list-style-type: none"> ● Monitor and respond to all communications coming through Basement's "info" email address, as well as acting as the first port of call on Basement's phone line.
Systems and processes	<ul style="list-style-type: none"> ● Support delivery of audience accessibility initiatives related to ticketing, communications and Front of House ● Lead analysis and reporting on audience data with support of other departments

	<ul style="list-style-type: none"> • Support the creation of artist resources and guides • Support the Relationships Manager data uploading maintenance, and growth of customer databases and mailing lists via Basement's CRM software • Support the Relationships Manager in the analysis and reporting of other key stakeholder data
General Responsibilities	
Organisation expectations	<ul style="list-style-type: none"> • Along with the entire team, be an active participant in Basement's whānau-based collaborative programming model and attend all seasonal programme presentations and alongside the team, contribute feedback to the programming and scheduling of all 'hire-for-nothing' shows, 'regular events' and 'one-off events', ensuring our programming kaupapa is met. • Be punctual and work the hours and times specified. • Promptly respond to internal and external queries during Basement office hours. • Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard. • Support and help develop a positive workplace culture. • Demonstrate excellent interpersonal communication skills. • Responsibly manage all business resources within accountability levels. • Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business. • Comply with all employment obligations. • Promptly undertake to complete all reasonable and lawful instructions and directions given. • Serve the business in good faith, promoting and protecting the business's best interests. • During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment. • Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.
Communication	
External	<ul style="list-style-type: none"> • Carry out all communication in a manner consistent with Basement's values, goals and mission. • Communicate regularly and efficiently with hirers/producers, patrons, and any other external parties.
Internal	<ul style="list-style-type: none"> • Regularly report to senior management on progress or concerns around operations, staff, customers and sales objectives. • Responding to all staff communications in a timely fashion and actively utilising team communication and project management tools. • Attending all necessary meetings including but not limited to weekly WIPs, monthly management meetings, artist welcomes and key community events.
Health, Safety and Wellbeing	

Health and safety	<ul style="list-style-type: none"> ● Promote and practice relevant health and safety and fire safety standards (in accordance with Basement's health and safety policy).
Cultural safety	<ul style="list-style-type: none"> ● Contribute to the upholding of Basement's bi-cultural workplace goals in accordance with Basement's Te Tiriti o Waitangi policy. ● Promote and practice staff wellbeing for self and colleagues in accordance with Basement's Wellbeing policy. ● Promote and practice cultural safety within the workplace and for all of Basement's artist and audience communities, in accordance with Basement's Vital Voices policy.

SKILLS & EXPERIENCE

General Skills

Experience and capabilities	<ul style="list-style-type: none"> ● Demonstrated client-facing administrative experience, preferably in a ticketing or arts administration role. ● Demonstrated data management and analysis skills ● High level of proficiency in written communications, including formal and informal writing ● Strong people-oriented communication skills ● Desire for personal and professional growth ● Proven success in building and cultivating strong positive working relationships ● A responsible and self-motivated work ethic ● Time management skills ● A mid to high-level proficiency with common computer administrator programs and related front of house and ticketing software
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Cultural Competency

Cultural Safety for Tangata Whenua	<ul style="list-style-type: none"> ● Experience participating in Tikanga Māori customs such as pōwhiri and mihi whakatau ● Experience contributing to culturally safe spaces for tangata whenua ● Experience contributing to bicultural workplaces that honour the partnership expectations within Te Tiriti o Waitangi ● Fluency in Te Reo Māori is a bonus
Commitment to Vital Voices	<ul style="list-style-type: none"> ● Experience contributing to culturally safe spaces for POC, Queer communities, immigrant communities and d/Deaf and disabled communities