



JOB DESCRIPTION

Job Title: Hires & Events Manager

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

Reports to: Head of Visitor Experience & Events

Hours: Full-time (35 hours per week)

Salary: £35,000 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 daily.
- Reach 6,000+ people per year through free community activities and youth creative development programme.
- Engage thousands more through shows and events.

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 Manager is responsible for maximising income from venue hires and ensuring the successful delivery of events at Chelsea Theatre. The role combines commercial focus, operational delivery and team leadership to ensure a high-quality experience for all visitors, clients and partners.

Working closely with the Head of Visitor Experience & Events, you will oversee the full hire journey from enquiry to delivery, manage event scheduling, and ensure that all events are delivered to a high standard. You will also play a key role in supporting and coordinating front-of-house staffing for events and ensuring excellent customer service across all activity.

Key Responsibilities

1. Hire Enquiries, Sales & Client Management

- Respond to all hire enquiries within 3 working days, providing clear, professional and engaging information.
- Drive conversion of enquiries into confirmed bookings, contributing to agreed hire income targets.
- Provide quotes, draft agreements, issue and chase invoices, and maintain accurate hire records.
- Build strong relationships with clients, ensuring a high-quality experience from enquiry through to event delivery and follow-up.
- Liaise with the Production Manager regarding theatre hires to ensure alignment with technical and programme requirements.

2. Event Scheduling & Operational Planning

- Lead on the scheduling and coordination of all hires and events, ensuring efficient use of spaces across the building.
- Maintain accurate and up-to-date event schedules via Plinth and other systems.
- Coordinate event logistics across departments (technical, café/bar, front-of-house), ensuring all teams are aligned.
- Prepare event plans, schedules, checklists and relevant documentation to support smooth delivery.



3. Team Coordination & Front of House Oversight

- Work with the Head of Visitor Experience & Events to schedule and oversee front-of-house staff for events and hires.
- Support the coordination of staffing rotas to ensure appropriate coverage for all activity.
- Act as a duty manager for events where required, overseeing delivery and acting as a key point of contact.
- Ensure all events are delivered with a high standard of customer service, supporting FOH teams to create a welcoming, safe and inclusive environment.

4. Hire Administration & Systems Management

- Maintain accurate records of all hires on Plinth, including schedules, contacts, costs and event details.
- Manage third-party hire platforms, ensuring listings are up to date and enquiries are handled promptly.
- Monitor hire activity and income, preparing regular reports for the Head of Visitor Experience & Events and CEO.
- Ensure all hire documentation is accurate and compliant with organisational processes.

5. Financial Performance & Income Generation

- Lead on the delivery of hire income targets through proactive marketing, with support from our freelance Marketing Manager, and management of enquiries, pricing and bookings.
- Monitor income and identify opportunities to grow and diversify hire business.
- Work with the Head of Visitor Experience & Events to develop hire offers, packages and pricing structures.

6. Event Delivery & Client Experience

- Oversee the delivery of hires, performances and events, ensuring smooth operations on the day.
- Act as a primary point of contact for hirers, ensuring their needs are met and expectations exceeded.



- Ensure events are delivered safely, efficiently and in line with Chelsea Theatre's standards.
- Gather feedback and contribute to continuous improvement of the hire and event experience

Person Specification

Essential experience & skills

- Experience coordinating hires, events or bookings within a venue, hospitality or cultural environment.
- Experience managing schedules, logistics and multiple stakeholders.
- Strong administrative skills with excellent attention to detail.
- Demonstrable ability to contribute to income generation and commercial targets.
- Excellent interpersonal and communication skills.
- Ability to lead and support teams to deliver high standards of customer service.
- Strong IT skills (Excel, Word, and cloud-based systems).
- Ability to work independently in a busy, multi-purpose venue.
- Flexible approach, including willingness to work evenings and weekends.

Desirable attributes

- Experience supervising staff or coordinating rotas.
- Experience working in an arts venue, charity or community organisation.
- Knowledge of Plinth or similar hire/event management platforms.
- Experience with financial administration (invoicing, reporting).
- Interest in arts, community engagement or cultural programming.

Additional Information

The role will require flexibility, including 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 22 April**

Interviews will take place on 29 and 30 April, in person, at Chelsea Theatre.
