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## PRODUCTION CO-ORDINATOR

### Job description

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<b>Department:</b>	Operations
<b>Responsible to:</b>	Head of Production
<b>Contract type:</b>	Part-time 24 hours per week
<b>Salary:</b>	£18,000.00

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### ABOUT WOOLWICH WORKS

Woolwich Works is a multi-million-pound cultural hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m2 former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard and a beautiful, buzzing café bar. We're home to a number of world class resident artistic companies, including Carlos Acosta Dance Foundation, Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works.

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### ABOUT THIS JOB

In this role, you will manage the complex diary for our event spaces, acting as the primary point of contact for scheduling and space allocation. Your work will ensure that commercial and creative teams collaborate effectively, avoiding diary conflicts and keeping all stakeholders informed. You will also take charge of entering and updating detailed event information in Artifax, helping teams access the information they need to plan and deliver exceptional events.

You will support the department by coordinating communication, assisting with event advancing, and providing essential administrative support to ensure all events run efficiently. Your role is vital to maintaining the flow of information and supporting our creative and commercial objectives in a fast-paced live events environment.

### Is this job for you?

This role is ideal if you are highly organized, detail-oriented, and enjoy working in a dynamic, collaborative setting.

You should be confident managing multiple calendars and systems, able to communicate clearly across different teams, and proactive in problem-solving. If you thrive in a role where you are the go-to person for scheduling and information management, and you take pride in contributing to the success of live events, this position is for you.



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## KEY RESPONSIBILITIES

As the Production Coordinator, you will be the central hub for diary management and communication within the production department. You will oversee scheduling across multiple event spaces, ensuring seamless coordination between our commercial events and creative programming teams. You'll play a key role in advancing event information and maintaining accurate records in Artifax and other systems, supporting the smooth delivery of a diverse range of live events.

- Manage and maintain the master diary for all event spaces, ensuring accurate, up-to-date scheduling.
- Coordinate diary entries and room allocations, liaising between commercial events and creative programming teams.
- Serve as the central point of contact for scheduling and space usage queries.
- Act as a key user and departmental lead for Artifax, supporting the development and implementation of its functionality within the Production team.
- Provide training and day-to-day support to colleagues, ensuring consistent and effective use of the Artifax system, and serving as the first point of contact for Artifax-related queries and troubleshooting.
- Maintain and regularly update resource lists in Artifax, ensuring that booking templates, technical specifications, and other key documentation accurately reflect the building's current inventory and capabilities, supporting efficient planning and delivery across all production activity.
- Input, update, and advance event information in Artifax and other venue management systems.
- Proactively gather and maintain up-to-date information from relevant departments to identify potential scheduling clashes and complex transitions, enabling the Production team to plan and manage these with sufficient lead time and ensure smooth operational delivery.
- Communicate event details and production requirements clearly to relevant teams.
- Assist with the preparation and distribution of event documentation including run sheets and production briefs.
- Support the scheduling of meetings, rehearsals, and technical site visits.
- Maintain confidentiality and professionalism when handling sensitive event information.
- Help improve administrative processes related to production and space management.

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## General Responsibilities

1. **Undertake designated responsibilities**, such as a First Aider or Fire Marshal if required and appropriately trained.
2. **Ensure full compliance** with all relevant legal, licensing, health and safety, safeguarding, and internal policy requirements.
3. **Support the development of future talent** by welcoming and mentoring work experience placements, interns and apprentices, creating an inclusive and supportive environment.
4. **Promote and maintain a safe working environment**, following the Trust's Health and Safety Policy and all other relevant policies, procedures and encouraging others to do the same.
5. **Protect the organisation's data and information assets**, ensuring all work complies with the Trust's



data protection policies and the Data Protection Act 2018.

6. **Take personal responsibility for ongoing learning**, undertaking training and professional development as required to meet the evolving needs of the organisation.
7. **Always act in the best interests of the Trust**, complying fully with all relevant organisational policies and procedures.
8. **Carry out any other duties** reasonably expected of the role.

**Note:** This job description outlines key responsibilities but does not form part of the employment contract. Duties may evolve over time and will be reviewed periodically in consultation with the post holder.

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## PERSON SPECIFICATION

### Essential skills and experience

- Proven experience in administration, preferably within live events or production environments
- Excellent diary and calendar management skills
- Strong communication and interpersonal skills, with the ability to liaise effectively across teams
- Highly organized and detail-oriented, able to manage multiple tasks simultaneously
- Proficient in Microsoft Office Suite (Outlook, Word, Excel)
- Ability to maintain confidentiality and discretion

### Desirable skills and experience

- Experience using venue management software such as Artifax
- Understanding of live event production processes
- Experience in advancing events or event logistics
- Familiarity with commercial and creative event teams
- Ability to adapt quickly in a fast-paced, changing environment
- Basic knowledge of health and safety requirements in event settings



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## CONDITIONS

<b>Hours of work</b>	<p>This is a part-time role, typically 24 hours per week, usually worked Monday to Friday.</p> <p>However, flexibility is essential. You may be required to work outside of these hours, including evenings, weekends, and bank holidays, to support the successful delivery of events and other key organisational activities. No additional payment will be made for this, but time off in lieu may be granted where appropriate. You will also be expected to work operationally during major events</p>
<b>Holiday:</b>	15 days per year, plus Bank Holidays (or days off in lieu of Bank Holidays), based on full time working. The Trust's holiday year runs from April to March.
<b>Location:</b>	Woolwich Creative District Trust is based in Woolwich, southeast London. We may require you to work elsewhere or travel within the UK as part of your job.
<b>Probationary period:</b>	This role is offered on a permanent basis and is subject to a 6 month probationary period.
<b>Notice period:</b>	<p>Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving 1 month's notice in writing.</p> <p>Following satisfactory completion of the probationary period, the notice period will be 3 months.</p>
<b>References and right to work:</b>	Offers are subject to receipt of satisfactory references and evidence of right to work in the UK
<b>DBS check:</b>	Due to the nature of this role, an enhanced [or basic] DBS check will be required prior to appointment.

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*From the Royal Borough of Greenwich, for everyone.*

Founder:

