TE AHUREI TOI O TĀMAKI
AUCKLAND
ARTS FESTIVAL

POSITION DESCRIPTION

Position: Producing Coordinator

Reporting to: Head of Programming

Te Ahurei Toi o Tāmaki Auckland Arts Festival (AAF) is Auckland's premier festival of New Zealand and international arts. Presented annually, the globally recognised event celebrates people and culture, and showcases the cultural diversity and vibrant energy of New Zealand's largest city. For 18 days each March, AAF presents a dazzling array of events by some of the country and world's most innovative artists and performers.

DESCRIPTION SUMMARY

The Producing Coordinator will manage the coordination, training and support of the Volunteer Programme ensuring a welcoming, inclusive and consistently high standard of visitor experience across the Festival.

The role will also work closely with the Accessibility Programme Lead to implement the Access programme for Te Ahurei Toi o Tāmaki Auckland Arts Festival 2027, taking place from 4-21 March 2027. This includes coordinating administrative and operational requirements, supporting accessible bookings and audience communications.

TERM

The position is full time and fixed term starting early-January 2027 to Friday 2 April 2027.

Normal hours of work will be 40 hours per week, between the hours of 8am and 6pm, Monday to Friday. Extra hours will be required during high peak periods of activity, which may include Saturdays, Sundays and evenings.

REQUIRED SKILLS & EXPERIENCE

- Experience in coordinating Volunteer programmes
- Coordinating or delivering programmes of activities or events, with experience in making such programmes and events more inclusive is an advantage
- Knowledge of, and engagement with, access and inclusion policy, practice, networks and communities an advantage
- Proven administration skills
- Computer skills (Word, Excel, Outlook)
- Knowledge of contemporary performing arts including specific art forms such as music, theatre, visual arts or dance is an advantage

- Knowledge of Te Reo Māori, tikanga and manaakitanga is an advantage

KEY RELATIONSHIPS

Internal

- Head of Programming
- Accessibility Programme Lead
- Programming team
- Marketing team
- Technical team
- Other Festival staff

External

- Volunteers
- Venue representatives
- Sector and community groups relating to access programme
- Festival artists, companies, partners

JOB DESCRIPTION:

Volunteer Coordinator

- Manage volunteer recruitment, training, scheduling and rostering to meet Festival requirements.
- Ensure volunteers understand their responsibilities, customer-service expectations, accessibility considerations and relevant Festival policies and procedures.
- Provide day-to-day support, supervision and clear communications to volunteers during the Festival, including responding to roster changes and operational issues.
- Monitor the volunteer programme and visitor experience; respond to feedback and complaints, escalating when required.
- Coordinate volunteer support for community and access events and other agreed Festival activities, including logistical assistance at performance sites where required.

Accessibility Coordinator

- Work with the Accessibility Programme Lead to deliver the agreed Accessibility Programme, which may include NZSL-interpreted performances, audio-described performances and touch tours, relaxed performances and other initiatives. Tasks may include updating venues with show information, coordinating with access consultants, writing “pre-show information” and delivery of pre-show demonstrations.

- Enter and maintain accurate information in the Festival event management system He Kete, including contact details and schedules.

- Coordinate agreed practical arrangements with the Programming teams, venues, artists, companies and accessibility service providers, in liaison with Accessibility Programme Lead.

- Assist with accessible bookings, ticket allocations, confirmations and distribution, working with Ticketing and Accounts teams as required.

Administration

- Maintain accurate records of volunteer participation, training, rosters and relevant feedback.

- Maintain records of Accessibility Programme bookings, planned and actual attendance and relevant audience feedback, and provide regular updates to the Accessibility Manager.

- Maintain up to date contacts for the Access organisations in the AAF database.

- Provide the organisation with a regular report on Access bookings, ticket numbers and revenue.

- Provide the Head of Programming, on completion of the Festival, with a comprehensive report, including an assessment of how well the Access Programme was delivered and received, attendances and recommendations for the future.

General

- Liaise and work collaboratively with all departments, staff members and volunteers to carry out the role and ensure open and clear communication channels are maintained for sharing information across all departments.

- Support the Festival's commitment to te reo Māori and tikanga Māori, through participation in artist pōwhiri, mihi whakatau, waiata practices, te reo Māori lessons and other activities as applicable.

- Represent the Festival professionally at Festival events, functions and stakeholder activities as required.

- Input all ticketing information into relevant Festival scheduling programmes as required.

- Work with the Head of Business & Finance and Head of Technical & Production to ensure all activities are fully conversant with the Festival's Health and Safety Plan.

- Undertake such other duties and responsibilities as may be required.