

BROADWAY CINEMA

Community Bookings and Gallery Coordinator

JOB DESCRIPTION

Hours	15 hours a week (0.4 FTE / two days). Hours may be spread over three or four days by agreement.
Salary	£27,000 per annum full-time equivalent; £10,800 pro rata.
Contract	Fixed term to 31 July 2028.
Location	Hot-desking within the Broadway Cinema offices, with limited home working for suitable administrative tasks by agreement.
Working pattern	Some evening or weekend work may occasionally be required for events, exhibitions or installations, with advance notice and time off in lieu.
Reports to	A member of Broadway's Senior Leadership Team.

Purpose of the role

To make Broadway's community spaces and gallery welcoming, well-organised and purposeful, through helping local people and organisations use the building, supporting strong exhibitions and events; and helping to turn each booking into a deeper relationship with Broadway, Hockley and the wider cultural life of Nottingham.

Broadway aims to enable at least 300 hours of well-supported community activity each year along with growing use of its Gallery space. This role will provide day-to-day administrative and coordination support for community and gallery bookings at Broadway.

The postholder will act as a friendly and consistent first point of contact for enquiries, helping community groups, artists and other hirers understand the opportunities and requirements for using Broadway's spaces. They will coordinate the booking process from initial enquiry through to confirmation and delivery, ensuring that information is accurately recorded, communicated to relevant colleagues and available to support the successful delivery of activity. They will provide administrative and coordination support before, during and after the booking.

The role will work within Broadway's established booking processes, venue information, terms and conditions and other guidance.

The postholder will work closely with relevant colleagues, particularly the Head of Corporate Bookings and Events and operational teams, to ensure community and gallery activity is appropriately planned alongside Broadway's wider programme and priorities.

Key responsibilities

1. Community and Gallery booking enquiries and coordination

- Coordinate the administrative process of community and gallery activity bookings, from initial enquiry through to confirmed booking, once required information and approvals are in place.
- Monitor and respond to enquiries, gather the information needed to understand the proposed activity.
- Arrange and coordinate site visits by prospective bookers to view suitable event spaces where required.
- Provide prospective bookers with guidance and relevant venue information, terms and conditions, booking information and other standard documentation.
- Liaise with the relevant colleague where an enquiry requires a decision, approval or specialist input outside the scope of the Coordinator role, support the administration of the decision-making process.

2. Event information and operational handover

- Prepare and maintain clear event information to support delivery of confirmed bookings using Broadway's established templates and systems.
- Identify any information or requirements that need to be discussed with the relevant Broadway colleague.
- Support the smooth handover of bookings to the colleagues responsible for delivery within agreed timescales.
- Provide limited practical support during events where required and appropriate, but delegate operational or specialist responsibilities to the relevant colleagues.

3. Administration and record keeping

- Maintain accurate, organised and accessible records of enquiries, provisional bookings and confirmed activity, using Broadway's agreed systems.
- Support the strategic development of the community and gallery bookings service by providing accurate information and data on bookings to management.
- Ensure confirmed booking information is accurately recorded in the relevant calendar, booking system and event documentation.
- Record basic information required for monitoring bookings, including attendance or capacity, booking type, costs and charges or in-kind support and other agreed data.
- Maintain clear records of outstanding actions and follow these up where necessary.
- Follow Broadway's established administrative processes and policies, including safeguarding, health and safety, data protection, equality and finance procedures.

4. Communication and working relationships

- Communicate clearly and professionally with community groups, artists, hirers, volunteers and Broadway colleagues.
- Provide timely responses to enquiries and keep prospective hirers informed of progress.
- Escalate enquiries, problems or decisions that fall outside the postholder's responsibilities.

- Work collaboratively with the Head of Corporate Bookings and Events and relevant operational colleagues to coordinate space use and avoid clashes with other Broadway activity.
- Maintain awareness of Broadway's wider programme and priorities when processing bookings, recognising that commercial bookings, cinema screenings, funded delivery and other priority activity may take precedence where there is a conflict.
- Maintain positive and professional relationships with community groups, artists and regular hirers.
- Pass any feedback received to the relevant colleague.

Measures of success

- Enquiries are acknowledged and progressed in a timely manner using Broadway's agreed booking process.
- Booking records, calendars and event information are accurate and kept up to date.
- Confirmed bookings contain the information required by relevant colleagues to support delivery.
- Community and gallery bookings are confirmed with appropriate information, terms and conditions and approvals in place.
- Operational, access and support requirements are identified and communicated in good time.
- Enquiries and bookings are followed up appropriately, with outstanding actions clearly recorded.
- Community groups, artists and hirers receive clear, helpful and professional communication throughout the booking process.
- The agreed volume of community and gallery activity is supported within the available capacity and working hours of the role.
- Information required for Broadway's monitoring, reporting and evaluation is accurately captured and maintained.
- Issues outside the scope of the role are identified and escalated promptly to the appropriate colleague.
- The majority of feedback reports a welcoming, accessible and well-organised experience.

The duties may develop by agreement as the programme grows, while remaining appropriate to the Coordinator level, grade and contracted hours.