

Citizens Theatre

Job Description

Role: Hire & Events Officer
Responsible to: Operations Director
Responsible for: n/a
Key relationships: Bar & Events Manager, Front of House Manager

Purpose of the Role

The Citizens Theatre is one of Scotland's leading producing theatres, presenting world-class drama from its home in the Gorbals, Glasgow. Following a significant capital redevelopment, we are entering an exciting new chapter, expanding our programme and our hire and events offer to new and existing clients. We are committed to being a welcoming, accessible, and vibrant venue for the city and beyond.

The Hire & Events Officer is a key operational role within the Operations Department, responsible for supporting the end-to-end process of external venue hire and the delivery of events across the theatre's spaces. Working closely with the Bar & Events Manager, and colleagues in technical, front of house, marketing, and finance, the post-holder will be the primary point of contact for hire clients and will play a central part in generating income against annual targets.

Key responsibilities

Hire enquiries and administration

- Act as the first point of contact for all venue hire enquiries, responding promptly and professionally to prospective clients.
- Manage the hire booking process from initial enquiry through to confirmed contract, ensuring accurate records are maintained at all stages.
- Prepare hire quotations, contracts, and invoices in line with the theatre's pricing structure and policies.
- Maintain and update the hire schedule on YesPlan, coordinating room and space availability across departments.
- Process payments and liaise with the finance team to ensure accurate income recording and timely invoicing.

Event coordination and logistics

- With the Bar & Events Manager, support the delivery of hired events, producing detailed event briefs and communicating requirements to relevant colleagues including facilities, technical, catering, and front of house teams.
- Conduct site visits and pre-event meetings with clients to understand their needs and ensure the theatre can deliver a high-quality experience.
- Be present on-site during hire events as required, acting as a client contact and ensuring smooth delivery.
- Manage post-event administration including feedback, invoicing, and any follow-up actions.

- Support the coordination of Citizens Theatre produced events and functions as directed by the Operations Director.

Income generation and development

- Support the Operations Department in meeting annual hire income targets, proactively identifying opportunities to grow the hire programme.
- Contribute to the development and promotion of the theatre's hire offer, including updating information for the website and marketing materials.
- Maintain relationships with repeat clients and help develop new business leads in collaboration with the marketing and development teams.
- Provide regular reports on hire activity, pipeline, and income performance.

Operations Department administration

- Support the general administration of the Operations Department across the full scope of activity: hires & events, front of house, building & facilities.
- Attend and take notes at department and cross-department meetings, ensuring information is shared, actions are distributed and progression is maintained.
- Serve as a point of contact for visitors and contractors in person and online.
- Support the Operations Director to manage and maintain operational systems, processes and policies, and work with colleagues to ensure they are implemented consistently across the organisation.

Organisational Commitments

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety and Safeguarding Policies
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business.

Person Specification

Essential

- Demonstrable experience in a venue hire, events coordination, or hospitality administration role.
- Excellent organisational skills with the ability to manage multiple enquiries and events simultaneously.
- Strong written and verbal communication skills, with confidence dealing with a range of clients and stakeholders.
- A proactive, customer-focused approach with a high standard of attention to detail.
- Experience with booking or CRM systems and confident use of Microsoft Office or equivalent tools.
- Ability to work flexibly, including occasional evenings and weekends, in line with the needs of the programme.

Desirable

- Experience working in a theatre, arts venue, or cultural organisation.
- Familiarity with health & safety requirements in an events or public venue context.
- Experience supporting income generation or commercial activity within a charity or not-for-profit setting.

Terms and conditions

Contract type:	Permanent, full time (1.0 FTE)
Salary:	£27,000-£28,000 per annum
Hours:	Your normal hours of work will be 35 hours per week, Monday to Friday. You are expected to offer reasonable flexibility in your working arrangements where it is considered necessary to undertake the duties you have been employed to perform and in the interests of the theatre, particularly to support hire and event delivery in early morning, evening and weekends.
Overtime:	No overtime payments are available, excessive additional hours will attract TOIL if agreed in advance with the Line Manager, in line with the TOIL policy.
Holiday:	29 days per year, inclusive of public holidays, rising to 31 days after 3 years and 34 days after 5 years
Pension:	The Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a three-month probationary period
Notice period:	2 weeks during probation; 4 weeks thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS. Due to the nature of this role it is expected that most work will be delivered on site, however occasional remote working may be possible in line with company policies.
Benefits:	Complimentary or discounted tickets to selected shows (non-transferable and subject to availability) Cycle to Work Scheme Training and development opportunities

How to Apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that show us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

Please send your CV and cover letter (two pages max) by email to: recruitment@citiz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications: **Wednesday 19 August 2026**

First interview: **Wednesday 26 August 2026** (may be subject to change, online meeting)

Second interview: **TBC** (may be subject to change, in person)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.