POSITION DESCRIPTION			
TITLE	Access Coordinator (Casual, Part Time)		
HOURS	Casual, around 50 hours per production across the 2027 season, worked flexibly by agreement		
DEPARTMENT	Learning & Participation	**VERSION DATE**	November 2026
TEAM	Learning & Participation	**REPORTS TO**	Head of Learning & Participation
DIRECT REPORTS	None	**INDIRECT REPORTS**	None
KEY INTERNAL WORKING RELATIONSHIPS	Head of Learning & Participation Participation Coordinator Box Office and Ticketing Front of House Artistic Operations Production and Stage Management Marketing	**KEY EXTERNAL RELATIONSHIPS**	The Deaf community and Deaf Club Ko Taku Reo Blind and low vision patrons and networks Neurodivergent and disabled patrons Arts Access Aotearoa BLENNZ Blind Citizens NZ Changing Minds Deaf Aotearoa DPOs and other disability and accessibility organisations
WORKING CONDITIONS	Based at ASB Waterfront Theatre One 2027 production at Q Theatre Rangatira Auckland Theatre Company's admin office in Mt Eden Some community locations Work across weekends, afternoons and evenings around access performances	**KEY SUPPLIER RELATIONSHIPS**	Audio Described Aotearoa Platform Interpreting NZ Relaxed Performance Consultants
INTERNAL MEMBERSHIPS	Access and Inclusion Working Group	**EXTERNAL MEMBERSHIPS**	None
DELEGATIONS OF AUTHORITY	None.		

AUCKLAND THEATRE COMPANY

Auckland Theatre Company (ATC) introduced itself to the world in 1993 under the leadership of Simon Prast with the world premiere of David Geary's Lovelock's Dream Run, directed by Raymond Hawthorne ONZM at the Watershed Theatre. The Company was led by Artistic Director Colin McColl ONZM from mid-2003 to 2021 who created an unprecedented 18 seasons which included ATC establishing a permanent rehearsal base at Balmoral, and after a decade of dreaming, planning and fundraising, in 2016 opening the ASB Waterfront Theatre in Wynyard Quarter, creating a new platform where theatre-makers could work at scale. In 2023, ATC celebrated 30 years of producing theatre in Tāmaki Makaurau, making its 200th production.

Today, the Company is led by Artistic Director & CEO Jonathan Bielski. Our purpose of 'powerful storytelling that connects communities and enriches lives' is manifested in five programme strands. We produce theatre of scale and ambition, presenting outstanding New Zealand and international work that thrills audiences and builds community; develop new work by New Zealand theatre artists, reflecting the community of which we are a part and nurturing the next generation of New Zealand storytellers; inspire and engage young people, through initiatives in which young people can participate through school and independently; provide leadership for the performing arts sector, offering professional development and resources that nurture theatre workers; and programme ASB Waterfront Theatre to fulfil its potential as a cultural asset for the benefit of Aucklanders.

Now with an annual subscription season of 6-8 works, a thriving Youth Company, digital classroom and creative learning programmes, new work in development, a suite of arts industry partnerships, rehearsal studios at Balmoral and a 675-seat theatre to call home, ATC looks ahead to the next 30 years ready to embrace the new

challenges of creating and presenting theatre for an ever changing audience in the context of Aotearoa's largest multicultural city.

POSITION PURPOSE
The Access Coordinator makes ATC's access performances happen, on the ground and in the community. The role is the familiar face who welcomes access patrons, runs the relaxed environment and the touch tour, and works alongside our describers and interpreters on the day. ATC provides audio description, NZSL interpreting and relaxed performances as different tools for different communities, shaped each year by consultation with our access whānau. Alongside these programmes, the Coordinator helps welcome all disabled patrons and their access requirements, including people whose needs do not match a named performance, and helps grow a thriving disabled audience. Between performances, the Coordinator is ATC's day to day connection to the Deaf, blind and low vision, and neurodivergent communities, runs community specific promotion, delivers accessibility training for our team, and helps capture what the programme achieves. Booking and contracting the access partners sits with the Learning and Participation team, so the Coordinator can focus on delivery and community. Lived experience as a Deaf person, disabled person, blind or low vision person, or neurodivergent person, or a deep and sustained connection to one or more of these communities, is essential or strongly prioritised in this role. The role is part of the Learning and Participation team and participates as a member of the ATC whānau. We welcome you to share your access requirements and how we can work with you to make this role accessible for you.

1. WHAT YOU WILL DO

Access Delivery		
KEY AREAS	**KEY RESPONSIBILITIES**	**EXPECTED OUTCOMES**
On the ground delivery	• Be present at every access performance across the season, covering relaxed, NZSL interpreted, audio described and combined performances. • Run the touch tour and the relaxed environment, working with Front of House and the company. • Liaise on the day with describers, interpreters and consultants so each performance runs to time.	• Access patrons are warmly welcomed and well supported at every performance. • Each access performance runs smoothly and to time. • Describers, interpreters and consultants are well briefed and supported.
Preparation and consultation	• Attend the audio described dry run and the relaxed performance consultation for each production. • Support the preparation of access materials, including the relaxed show information and the pre show demonstration.	• Every access performance is well prepared before the day. • Access materials are accurate and ready for patrons.
Community and Communications		
KEY AREAS	**KEY RESPONSIBILITIES**	**EXPECTED OUTCOMES**
Community liaison and partnerships	• Act as ATC's day to day, community facing contact for the Deaf, blind and low vision, and neurodivergent communities. • Foster partnerships and connections, including attending Deaf Club and community events. • Welcome all disabled patrons and their access requirements, including people whose needs do not match a named performance, and help grow a wider disabled audience. • Work alongside the access partners as the day to day operational contact.	• Trusted, lasting relationships with the access communities. • Disabled patrons feel welcome at ATC, whether or not they attend a named access performance. • ATC is visible and welcome in the community.

Communications and promotion	• Run community specific social media and direct advertising for access performances, tailored to each community. • Promote the access ticket, the companion ticket and the direct booking pathway, clearly and without othering.	• Access performances are well attended by the communities they serve. • Patrons can easily find what is on offer and how to book.
Training and Committee		
KEY AREAS	**KEY RESPONSIBILITIES**	**EXPECTED OUTCOMES**
In house training	• Lead in house access training for ATC staff and visiting companies, including the access briefing at the internal hui for each production.	• Staff and companies are confident and consistent in delivering access performances.
Access and Inclusion Working Group	• Participate in the Access and Inclusion Working Group, bringing the community's voice in and carrying decisions back into delivery.	• The community's experience directly shapes ATC's access programme.
Reporting and Evaluation		
KEY AREAS	**KEY RESPONSIBILITIES**	**EXPECTED OUTCOMES**
Feedback and reporting	• Gather patron feedback at access performances and support access reporting and evaluation. • Close the loop with consultation participants on the final programme.	• The programme's reach and impact are captured and reported, supporting accountability and funding. • The community sees how its input shaped the programme.
Health, Safety & Wellbeing		
KEY AREAS	**KEY RESPONSIBILITIES**	**EXPECTED OUTCOMES**
Health, safety and wellbeing of self and others	• Proactively take responsibility for your own and others' safety and wellbeing. • Adhere to ATC's health and safety policies and procedures as advised to you. • Manage your workload and avoid work related fatigue, particularly through busy performance periods, reporting if stress or anxiety become an issue. • Participate in any training required of you.	• You are safe at work and promote safety to the wider whānau at ATC. • ATC health and safety policies are complied with. • Support is provided where needed.
Safety of patrons	• Support the safe welcome and movement of access patrons, working with Front of House.	• Access patrons are safe and well cared for at every performance.
Cultural Competency		
KEY AREAS	**KEY RESPONSIBILITIES**	**EXPECTED OUTCOMES**
Te Tiriti o Waitangi	• Have knowledge of, or a willingness to develop knowledge of, Te Ao Māori, tikanga Māori, te reo Māori and Te Tiriti o Waitangi.	• Understanding of the Treaty of Waitangi and its principles. • Accurate pronunciation of te reo Māori. • Full participation in cultural training.
Multicultural Auckland	• Understanding of the protocols and sensitivities of different Auckland communities.	• Sensitivity and appreciation of the Auckland cultural context as it relates to ATC's work.
Accessibility and Inclusion	• Welcome disabled patrons and communities warmly and respectfully, and keep learning and improving how we do this.	• Accessibility is considered at the point a service or communication is designed, not afterwards.

2. WHAT YOU WILL BRING

QUALIFICATIONS

ESSENTIAL	DESIRABLE
The legal right to live and work in New Zealand.	NZSL proficiency.
	A qualification or training relevant to access, disability, community or the arts.

EXPERIENCE	
ESSENTIAL	**DESIRABLE**
Lived experience as a Deaf person, disabled person, blind or low vision person, or neurodivergent person, or a deep and sustained connection to one or more of these communities.	Experience in access, disability, community or arts settings.
Experience working with people in a welcoming, community facing role.	Experience delivering or supporting training.
Confidence working on the ground at live events, including weekends, afternoons and evenings.	Established connections in Tāmaki Makaurau's disability communities.

CORE COMPETENCIES	
ESSENTIAL	**DESIRABLE**
Warmth, reliability and strong interpersonal skills, with a gift for making people feel welcome.	New Zealand Sign Language, or a connection to the Deaf community.
Good organisation and clear communication, including social media.	Verbal fluency in languages other than English.
A collaborative, respectful approach with patrons, partners and colleagues.	Cultural competency in cultures other than Pākehā.
Ability to work well under pressure and use your own initiative.	An understanding of Te Ao Māori and tikanga.
A commitment to access and inclusion in all working practices, and to the Privacy Act 2020 in handling patron information.	

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