



Festival Admin Assistant

Hours: Full Time, 35 hours per week

Terms: 8 month fixed-term contract from March 2019, with possibility of extension

Salary: £17,000-18,500 pro rata, dependent on experience

Holiday: 28 days per annum pro rata, inclusive of Bank Holidays

Directly Responsible to: Assistant Festival Director

Purpose of role:

To provide administrative support across the small busy Festival team; be the first point of contact for enquiries; support the administration, programming and production of festival events; provide box office services to customers; assist the smooth running of the office.

Duties include:

Reception and Office Management

- Being the first point of contact for telephone and in person enquiries to the ILF office.
- Monitoring the general email mailbox and dealing with enquiries as appropriate.
- Handling incoming and outgoing post, including courier pick-ups and deliveries.
- Maintaining the ILF team calendar, booking meetings and appointments as required, and taking and circulating meeting notes.
- Monitoring and maintaining stationery and office/kitchen supplies.
- Maintaining a clean and tidy office, including assisting colleagues with regular disposal of recyclable materials and general waste.

Festival and Event Administration

- Managing and responding to programming enquiries, maintaining submission databases, and contacting publishers to request information as directed.
- Contract administration: collation of key event information, double checking of data, creation/sending of contracts, administration of returned contracts.
- Requesting and collating author travel, accommodation and technical requirements; liaising with hotels, travel companies and ILF technical team to ensure these requirements are met.
- Liaising with venues to make availability enquiries and confirm bookings.
- Preparing operational event briefing information for production staff.

- Liaising with the festival bookseller to ensure event bookstalls are appropriately stocked.
- Communicating arrangements to event chairs and interviewers; ensuring books and other research materials are requested and sent to event chairs in good time.
- Supporting the administration and smooth running of ILF's annual poetry, short story and children's poetry competitions.
- Assisting with the set-up and running of ILF events, including some evening and weekend working, particularly during the October festival.

Education and Outreach Administration

- Providing administrative support to the running of ILF's regular education and outreach programmes, including ILF's Young Writers groups. Maintaining up-to-date participant lists and emergency contact information and assisting workshop leaders with the keeping of accurate registers.

Marketing Support

- Under the direction of the Head of Marketing, providing marketing support for events and projects.
- Organising mailouts of printed materials.
- Collating and proofreading copy for print and digital publication.
- Assisting the Head of Marketing to create and manage effective and engaging digital content for the ILF website and social media channels.

Box Office Support

- Using Box Office CRM system to take ticket bookings via phone and post.
- Handling ticketing and membership enquiries.
- Printing and posting out tickets.
- Assisting with administration of membership renewals.
- Running sales reports and completing cashing up procedures.

HR Support

- Providing administrative support for recruitment, responding to applicants and arranging interviews.

General

- Actively engaging with ILF's vision and policies, including equal opportunities and diversity, health and safety, data protection, safeguarding and evaluation and monitoring.
- Any other duties that are commensurate with the post.

Person Specification

This role is an ideal entry-level position for someone wishing to gain experience of working within an arts festival or in arts administration.

We are looking for candidates who can demonstrate:

- Outstanding admin and organisational skills, with impeccable attention to detail.
- Strong communication and interpersonal skills. Some experience of a customer service environment would be useful.
- Resourcefulness, commitment and ability to work as part of a small busy team or on own initiative as required.
- Ability to prioritise, plan and structure own workload to meet fixed deadlines.
- Excellent IT skills, including proficiency in Outlook, Word and Excel, and willingness to become proficient in new systems.
- Good writing and editorial skills, including experience of generating digital content.
- Good understanding of social media and its applications.
- Awareness of equal opportunities issues.
- Experience of working or volunteering in a festival or performing arts environment.
- Knowledge and love of literature.

To Apply

Complete an application form and equal opportunities monitoring form and return to:
recruitment@ilkleyliteraturefestival.org.uk

The closing date for applications is **5pm Wed 27 February 2019**.

Interviews will be held in Ilkley in w/c 4 March 2019.

If you want to discuss the role before applying, please contact Erica Morris, Assistant Festival Director, on erica@ilkleyliteraturefestival.org.uk or 01943 601210