Festival & Box Office Assistant x2

Full Time on a Short 14 wk. Contract

Ilkley Literature Festival is seeking two Festival & Box Office Assistants to help deliver the 2019 festival.

These posts are critical to the core ILF team over the summer months and in the lead up to the festival, which runs from Friday 4 October – Sunday 20October.

We are a small core team of four and in the lead up to the festival our numbers grow with freelance and short-term team members.

The Festival & Box Office Assistants will undertake a wide range of admin and support tasks for the Acting Festival Director, Operations Director and Marketing & Programme Manager.

In the lead up to the festival these roles will be office based. During the festival they will be split across the main box office and on-site in the various event venues. Our events are mostly based in Ilkley, but we do sometimes have events further afield in Leeds and Bradford, for example. Having your own transport is not vital but would be helpful.

HOURS

* Commencing **Monday 22 July 2019 – Friday 1 November 2019**
* 35 hours a week, full-time.
* During the two weeks of the Festival, 4 – 20 Oct inclusive, the hours will include some additional evening and weekend working for which overtime will be paid.
* Standard office hours will be 9.30am-5.30pm with a one-hour unpaid lunch break

SALARY

* Hourly rate of £8.21 per hour

Holidays

* Holiday entitlement is calculated pro-rata and as such this role will be entitled to:
  + 8 days paid holiday inclusive of statutory Bank Holidays.

Why be a Festival & Box Office Assistant?

* Being part of the ILF team means you will learn a huge amount about working in the arts and event management.
* The experience will stand you in excellent stead when you come to applying for other jobs in the arts or event management. Other people who have worked for the Festival have gone on to work in arts admin, event and festival management, stage management, box office, marketing, PR, publishing and journalism.
* If you want to work in the arts, or event management, this is the way to find out if it’s for you.
* You’ll be part of a small friendly team.

Tasks & Responsibilities

These will include, but not be limited to:

Admin, Marketing and Event Management

* Coordination of festival mailings
* Assisting with producing content for, and managing, ILF’s social media platforms
* Distribution of posters, leaflets and other publicity materials
* Creation of in-house marketing materials
* Co-ordinating the distribution of event information and research materials to event chairs
* Assisting in the production of information packs for staff, venues and speakers
* Producing venue signage, sourcing equipment and preparing venue boxes as directed
* Supporting the delivery of receptions and corporate hospitality events
* Assisting with general event coordination as directed by Acting Festival Director & Operations Director

Ticket Sales

* Full training in use of ILF box office systems and procedures
* Inputting ticketing and event set-up information into the box office system
* Ensuring the smooth running of the ticketing system – for online and phone/postal sales
* Providing excellent customer service for all box office enquiries
* Taking and processing phone and postal bookings
* Dealing with customer queries, returns and complaints
* Processing customer data in accordance with ILF’s Data Protection policies and procedures
* Cashing up of daily sales and completing relevant financial and sales reports
* Coordinating complimentary tickets with the Marketing & Programme Manager
* Coordinating sponsor tickets with the Operations Director
* Coordinating overall ticket sales numbers
* Coordinating agent ticket sales and liaising with agent outlets

Box Office at Venues

* Ensuring the mobile Box Office at venues runs smoothly
* Preparing tickets for collection
* Staffing venue box offices as required
* Delivering a high level of service to customers
* Accurately processing and recording ticket sales
* Cash handling and processing in-person card sales

After the Festival

* Liaising with the Acting Festival Director to ensure that all Box Office returns are completed
* Preparing post-festival financial and sales reports, and contributing to evaluation reports
* Leaving the Box Office systems tidy and ready for the following year

What we are looking for

* Excellent admin skills with great attention to detail
* Outstanding customer service – both in person and over the phone / email
* A calm, well organised, methodical approach to work, often under pressure
* Great IT skills, ideally Microsoft Office including Excel
* A good communicator, in writing, in person and on the phone
* Able to follow detailed instructions, reliable and good with deadlines
* Take the initiative and solve problems when asked to
* Enjoy working with people, be part of a team but also work alone if necessary
* Practical and ready to be hands on when needed
* Able to learn new skills quickly

Location

You will be working in the Festival’s office in Ilkley, West Yorkshire. You will need to be able to get to and from Ilkley easily, including after events in the evenings. (Trains run direct to Leeds and Bradford).

To Apply  
If you are interested in the role, please complete the application form:

<https://www.cognitoforms.com/IlkleyLiteratureFestival/ilkleyliteraturefestivalboxofficeassistant>

Deadline for applications:

9am Monday 17 June 2019

Interviews

w/c Monday 24 June 2019