



Marketing & Sales Assistant

£17,300 per annum

Full-time Position / 35 hrs per week

2 Year Fixed Term Contract until March 2022

About Ilkley Literature Festival

Established in 1973, ILF is an Arts Council England National Portfolio Organisation with a record of exemplary year-round work with community groups, children and young people.

Our October Festival brings a range of world-class authors, poets and non-fiction writers to Yorkshire with over 180 events across 17 days.

Year-round we deliver weekly young writers' groups, workshops, author visits, pupil-led events, in-school poetry slams and mini literature festivals. Participants and workshop leaders reflect the diversity of the region, and we design projects in collaboration with partner organisations, writers and poets, and community groups to meet the needs of our audiences.

The Person

We are looking for a self-motivated team player with a proactive can-do attitude, creative ideas & an ability to work at pace.

Job Description

Responsible to: Director; Partnerships & Operations Director

Annual Leave Allowance: 28 days inclusive of Public Bank Holidays

Duties include:

Marketing

- Assisting with the design and production of marketing materials
- Copywriting for printed marketing materials and other communications
- Managing and undertaking the distribution of print materials
- Creating and updating copy and image content for the ILF website
- Design and distribution of e-newsletters using Mailchimp
- Producing creative content for ILF's social media platforms
- Management of the digital asset library
- Promotion of ILF's membership schemes and fundraising activities

Sales

- Inputting ticketing and event set-up information into the box office system
- Ensuring the smooth running of the ticketing system
- Taking and processing sales calls
- Providing excellent customer service for all box office enquiries and 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
- Managing membership subscription renewals and reminders

Events

- 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 the Senior Management Team

Office Administration

- Be the first point of contact for telephone and in person enquiries to the ILF office
- Monitor ILF's general email mailboxes and dealing with enquiries as appropriate
- Handle incoming and outgoing post, including courier pick-ups and deliveries
- Maintain the ILF team calendar, booking meetings and appointments as required, taking and circulating meeting notes
- Monitor and maintain stationery and office/kitchen supplies
- Maintain a clean and tidy office, including assisting colleagues with regular disposal of recyclable materials and general waste

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

Essential Skills & Experience

- Experience of working in a box office or similar data-driven customer service environment
- Excellent written and verbal communication skills
- High levels of numeracy and experience of handling cash and credit/debit card transactions
- Ability to process and analyse complex data
- Familiarity with a range of social media channels, including Facebook, Twitter and Instagram, and other digital platforms
- Fluent in Microsoft Office IT software; strong working knowledge of Excel, Outlook and Word
- Strong organisational skills
- Ability to multi-task and manage own workload
- A friendly and confident manner when dealing with the general public
- Experience working in an administrative or business support role
- Excellent time-management and able to work flexibly, including some evenings and weekends
- Able to work well in a small team

The closing date for applications is **12pm, Friday 28 March 2020**. Interviews will be conducted via Skype the week commencing **Monday 30 March 2020**.

If you have any questions or queries about this role, or the application form, please contact us on 01943 601210 or via recruitment@ilkleylitfest.org.uk

To apply for this role, please use the online application form:

<https://www.cognitofrms.com/IlkleyLiteratureFestival/ILFMarketingSalesAssistantApplicationForm>