



Sales & Marketing Assistant

37week Part Time Contract

Ilkley Literature Festival is seeking a Sales & Marketing Assistant to help deliver activity between July 2021 and March 2022, with the possibility of becoming a permanent team member.

We are a small core team of five producing a two-week annual festival of live events every October, a programme of digital talks and a year-round schedule of outreach, education and community work.

In this role you will undertake a wide range of administration and support tasks for the core team. You will take ownership of ILF's box office system, learn about the arts and cultural sector and get hands on experience in digital engagement and event management.

This role will be office based, however during the festival it will be located 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.

Due to the nature of ILF's work, you will need to be flexible in your working patterns, particularly in the lead up to the October festival when the box office is open.

Hours

- Commencing **Monday 19 July 2021 – Thursday 31 March 2022 (37wks)**
- 21 hours a week, part-time spread over five days (Mon – Fri)
- During the two weeks of the festival, 1 – 17 Oct inclusive, you will be required to work additional evenings and weekends, for which overtime will be paid.
- Standard office hours are 9.30am-5.30pm with a one-hour unpaid lunch break.

Salary

- £18,200 pro rata

Holidays

- Holiday entitlement is calculated pro-rata and as such this role will be entitled to:
 - 17 paid holidays inclusive of (4) statutory Bank Holidays.

Tasks & Responsibilities

These will include, but not be limited to:

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
- Providing excellent customer service for all box office sales and 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 and sponsorship tickets
- Coordinating agent ticket sales and liaising with agent outlets
- Managing membership subscription renewals and reminders
- Processing returned tickets post-festival
- Preparing post-festival financial and sales reports and contributing to evaluation reports

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email info@ilkleylitfest.org.uk www.ilkleyliteraturefestival.org.uk



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Box Office at Venues (during the festival or at other ILF events)

- Ensuring the smooth running of mobile Box Office at festival venues
- Preparing tickets for collection
- Manning box office at festival venues as part of a team
- Delivering a high level of service to customers
- Accurately processing and recording ticket sales
- Cash handling and processing in-person card sales

Marketing

- Assisting with the production of marketing materials for ILF activities
- Managing and undertaking the distribution of print materials
- Writing copy and creating graphic content for ILF's digital communications platforms
- Assisting with the promotion of ILF's membership schemes and fundraising activities

Events

- Producing venue signage, sourcing equipment and preparing venue boxes as directed
- Assisting in the production of information packs for staff, venues and speakers
- Supporting the delivery of receptions and corporate hospitality events
- Assisting with general event coordination as directed by Director and Partnerships & Operations Director

Office Administration

- Be a first point of contact for telephone and in person enquiries to the ILF office
- Monitoring ILF's general email mailboxes and dealing with enquiries as appropriate
- Handling incoming and outgoing post, including courier pick-ups and deliveries
- Maintaining 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

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 and being part of a small team, but also able to work alone if necessary
- Practical and ready to be hands on when needed
- Able to learn new skills quickly

Location

Your main place of work will be ILF'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).



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To Apply

If you are interested in the role, please complete the online application form:
[ILF Sales & Marketing Assistant Application Form](#)

You will also need to complete a short Equal Opportunities Monitoring form.
[Equal Opportunities Monitoring Employment Applications](#)

If you would like to discuss this opportunity and any aspect of this role, please email
recruitment@ilkleylitfest.org.uk

Deadline for applications:

5pm Monday 31 May 2021

Interviews

w/c Monday 14 June 2021