



Box Office & Festival Assistant

14-Week Contract

Ilkley Literature Festival is seeking a Box Office & Festival Assistant to help deliver festival activity in Autumn 2022. This post is critical to the core ILF team in the planning stages and lead up to the Autumn festival, which runs from Friday 7 October – Sunday 23 October.

We are a small core team, but our numbers grow with freelance and short-term team members in the summer and early autumn months. Based in our Ilkley office, the Box Office & Festival Assistant will manage and oversee the box office system & processes and provide additional admin and support for the core ILF team.

Hours

- Commencing **Monday 01 August – Friday 4 November 2022**
- 35 hours per week
- Standard office hours are 9.30am-5.30pm with a one-hour unpaid lunch break
- Hours and days will be adjusted over the festival to account for evening and weekend work
- Where necessary, additional paid hours may be required and will be agreed beforehand

Salary

- Hourly rate of £10.50 per hour

Holidays

- Holiday entitlement is calculated pro-rata and as such this role will be entitled to 4.5 days paid holiday.

Why be a Box Office & Festival 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.
- You will be part of a small friendly team.

Tasks & Responsibilities

These will include, but not be limited to:

Ticket Sales

- Full training in use of ILF box office systems and procedures
- Uploading festival events ready for on sale
- Overseeing 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

9 The Grove, Ilkley LS29 9LW festival office 01943 601210 box office 01943 816714

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ilkley literature festival

Festival Box Office

- Producing customer lists for each event throughout the festival
- Manning the box office desk at festival venues, as per agreed rota
- Manning the box office phone during the festival, as per agreed rota

Admin, Marketing and Event Management

- Coordination of festival mailings
- Distribution of posters, leaflets, and other publicity materials
- Assisting with the production of content for ILF's social media platforms
- Helping schedule social media content
- Assisting with the creation of in-house marketing materials

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
- Flexibility with regards to working hours during the festival fortnight

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. Trains run direct to Leeds and Bradford.

To Apply

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

[ILF Box Office & Festival Assistant 2022](#)

Deadline for applications:

12 noon Monday 13 June 2022

Interviews

Will be conducted in person at the ILF office, the week commencing Monday 20 June 2022

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