

Box Office Supervisor

16-Week Contract

We are seeking a Box Office Supervisor to help deliver Ilkley Literature Festival in Autumn 2024. This post is vital in the planning stages and lead up to the festival, which runs from Friday 4 October – Sunday 20 October.

We are a small team, but our numbers grow with freelance and short-term members in the summer and early autumn months. Based in our Ilkley office, the Box Office Supervisor will manage and oversee the box office system & processes, providing additional administration support for the festival.

Ilkley Literature Festival is owned and produced by Word Up North Limited.

Hours

- Fixed term contracted role, commencing **Monday 15 July – Friday 1 November 2024**.
- Standard office hours will be 9.30am-4.30pm with a one-hour unpaid lunch break.
- In the run up to and over the festival itself, hours will be increased and adjusted to account for additional evening and weekend work. These will be agreed in September.

Salary

- Hourly rate of £13.00 per hour / £390 per week (subject to tax and national insurance).

Holidays

- Holiday entitlement is calculated pro-rata and as such this role will be entitled to approximately 51 hours paid holiday.

Purpose of Role

- Manage the box office function and operation within the office and at festival venues.
- Be the lead point of contact for all ticket sales and customer enquiries.
- Be responsible for box office cash, including reporting and banking, and maintaining floats throughout the festival.

Tasks & Responsibilities

These will include, but not be limited to:

Managing all aspects of the festival Box Office

- Adhere to box office policies and procedures.
- Accurately input data into the box office system.
- Deal with customers and resolve customer complaints.
- Produce reports and sales information as necessary.
- Liaise with IT systems support.

Ticket Sales

- Full training in use of our box office systems and procedures.
- Upload festival events to the website, ready for on sale.
- Manage and supervise all aspects of the festival Box Office during the booking period and over the festival.
- Be the main point of contact for the box office - take phone orders, process postal orders.
- Provide excellent customer service for all box office enquiries.
- Process customer data in accordance with Word Up North's Data Protection policies and procedures.
- Process returns and refunds.
- Reconcile box office income daily and at the end of the festival period.
- Liaise with the Ticketsolve help desk to resolve any box office issues.

During the festival

- Produce customer lists for each event throughout the festival.
- Ensure venue box office kits are ready for each day/event and reset once used.
- Manage the box office desk at festival venues, as per agreed rota.
- Manage the box office communication channels during the festival, as per agreed rota.
- Assist the Partnerships & Operations Director with the scheduling and management of casual box office staff at festival venues.
- Lead on customer care, particularly disabled audience members, during the festival.
- Handle cash income – record and bank as required.
- Maintain and account for floats during the festival.

Administration Support

- Assist the core team with general administration as required i.e. answering phones, assisting with postage and mailouts, marketing distribution etc.

What we are looking for

Essential

- Knowledge of festivals/arts events.
- Previous box office / ticketing or sales experience, ideally in an arts setting.
- Excellent administration and organisational 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.
- High level of IT skills, including Microsoft Office and specifically Excel.
- A good communicator, in writing, in person and on the phone.
- Able to follow detailed instructions, reliable and good with deadlines.
- Able to take the initiative and solve problems as required.
- 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.
- Understanding of Equality, Diversity and Inclusion practices.

Desirable

- Experience working with Ticketsolve
- Driving licence and access to a vehicle.

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 & Interviews

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

[Box Office Supervisor Application Form](#)

The deadline for applications is **5pm, Monday 13 May 2024**

Interviews will be held on Thursday 30 May. These will be conducted in person by the Director and Partnerships & Operations Director at the Word Up North office (38 The Grove, Ilkley LS29 9EE), You will also be asked to complete two short, timed tasks.

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

Diversity, Equality & Inclusion

We are committed to developing and retaining a workforce that is representative of the diverse communities that we serve. We're striving to build an inclusive workplace culture where all employees feel valued, and our rich diversity is celebrated by everyone.

We encourage people from all sections of our community to apply for jobs with us. We particularly welcome Black, Asian and Minority Ethnic, disabled, male and trans applicants because these groups are currently under-represented in our workforce.