**Box Office & Front of House Manager Job Description**

**Job Title:** Box Office & Front of House Manager

**Reports To:** Festival Manager

**Contractual Arrangements:** Permanent

**Salary**: £20,000 - £21,500 pro rata dependent on experience

**Hours:** 18 hours per week January to June 9 hours per week July – December. Upscaled throughout the Festival period (June). A shift allowance will be paid for unsocial hours worked where appropriate.

**Closes:** Monday 3rd Jan 5pm

**Job Purpose:** To manage the St Magnus International Festival’s Box Office and Front of House.

**Main Duties**

**General Administration and Logistics**

FRONT OF HOUSE

* Creating venue plans
* Risk Assessments
* Financial preparation and record keeping (Floats, reconciliations, paperwork and record keeping)
* Electronic record keeping of volunteer data/schedules etc.
* GDPR forms for all volunteer communication.
* Steward briefing
* Steward allocations and schedules for events
* Health and Safety briefings and procedures
* Organising & running volunteer recruitment event(s) where required
* Liaising with volunteer community

BOX OFFICE

* First point of contact with TicketSource our ticketing system
* Setup of the programme, ticket details and financial coding on our box office system.
* Training additional extra staff how to use
* Organising work roster and schedule for box office on site at events.
* Dealing with ticket payments both in advance and during the Festival
* Liaison with venues where required
* Corresponding with existing and potential Festival Supporters
* Collecting Supporter payments and donations.
* Taking email and telephone enquiries

ADMIN SUPPORT

* To work as required throughout the Festival period
* Distributing flyers, brochures and newsletters
* Working under the guidance of the Festival Team to contribute to the development, maintenance and updating of the Festival website and social media accounts where appropriate
* Monitoring and ordering office supplies and stationery
* Making an active contribution to team-wide goals and activities that form part of the successful development of the St Magnus Festival as an organisation.
* Any other reasonable duties commensurate with this role’s skills and responsibilities, as requested and directed by the Festival team

**TEAM STRUCTURE**

Bookkeeper

Festival Office Assistant

Festival Office Assistant

Festival Producer (freelance)

Festival Production assistant (freelance)

Box Office & Front of House Manager

Festival Manager

Festival Director

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Experience** | | |
| 2 years’ experience of providing accurate and efficient administration duties to a busy office team including document production, filing, data entry and database maintenance, mailings, maintaining mailing lists, correspondence management, call answering, arranging meetings, taking, producing and distributing minutes and distributing papers for meetings. | ✓ |  |
| Previous administration in an arts organisation. |  | ✓ |
| **Knowledge & Abilities** | | |
| Excellent IT skills including advance knowledge of MS Word, Excel and Access | ✓ |  |
| Excellent organisational and administrative skills, including attention to detail. | ✓ |  |
| Proven ability to keep to deadlines and prioritise a large and diverse workload. | ✓ |  |
| Excellent communication skills, both written and verbal. | ✓ |  |
| Basic project management skills – able to take a tasks such as organising a reception event, break it down into the required steps and make them happen. | ✓ |  |
| **Aptitude** |  |  |
| Accurate – able to produce accurate work first time. | ✓ |  |
| Organised and methodical – able to develop own systems and ways of working to ensure critical tasks such as transport and accommodation booking are completed | ✓ |  |
| Helpful – motivated by being of service to the team and wider stakeholders. | ✓ |  |
| Team player – motivated by being part of a busy, demanding team. | ✓ |  |
| Flexible – able to quickly move from task to task depending on the demands of the team. Able to scale up hours during the busy times in the Festival calendar | ✓ |  |
| Resilience – ability to remain calm and produce high quality work under pressure. | ✓ |  |
| Self-starter – able to identify what needs to be done and work with limited guidance and supervision to achieve it. | ✓ |  |
| An interest in the arts. | ✓ |  |
| Proactive with a ‘’can do attitude”. | ✓ |  |
| Problem solver with a natural solution focus. | ✓ |  |

**APPPLICATION**: By covering letter and CV to [charlotte.rendall@stmagnusfestival](mailto:charlotte.rendall@stmagnusfestival) by Monday 3rd Jan 2022 5pm