



Job Title: Administration & Box Office Assistant

Salary: £17,000 - £20,000

Reports to: Marketing Manager

Purpose: To provide a high standard of customer service and ensure the smooth running of the office on a day to day basis.

Key Responsibilities:

- Co-ordination of the box office ensuring high standard of customer service when selling tickets & merchandise face to face, by telephone or online to achieve the optimum sales of tickets
- To support the organisation in the administration and effective use of Spektrix
- Manage the daily box office opening and closing procedures including running the relevant reports, ticket prints, recorded messages and signage for both live and virtual sales
- To assist with the administrative support for the organisation across all festivals
- To co-ordinate the administration of the Friends of the Festival scheme
- To manage and update the roundels and poster boards across the town
- Co-ordination of displays and print availability
- Being the first point of contact including welcome, visitors, tea/coffee
- To co-ordinate stationery, refreshments, housekeeping and general requirements to ensure the smooth running of the organisation
 - To support and assist in co-ordination of all HIF events across the year-round portfolio
 - To provide administrative support where required for meetings, funding applications etc.
 - Any other duties as required by the Chief Executive

General Administration:

- To act as one of the first points of contact for telephone enquiries ensuring the smooth-running of the office at all times
- To support the full Festivals' event management team at various activities in the Festival's calendar.
- To act as a representative for Harrogate International Festivals onsite at Festival events and receptions
- To share responsibility for the well-being of the organisation
- To support and assist in co-ordination of all HIF events across the year-round portfolio
- To provide administrative support where required for meetings, funding applications etc.
- Any other duties as required by the Chief Executive

This Job Description is not intended to be exhaustive. Due to the size of the team and nature of the work at the Festivals, the post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied subject to the needs of the Charity.

Person Specification:

	ESSENTIAL
Qualifications	Educated to minimum of GCSE level or equivalent including Maths and English
Relevant Experience	Experiences of working in a box office, call centre or other sales and customer service focused organisation Experience of anticipating and co-ordinating office requirements Experience of office working in an administrative position
Knowledge	Basic knowledge and understanding of data protection legislation
Skills	Excellent interpersonal skills Excellent communication skills, both written and verbal Excellent organisational skills Excellent attention to detail and process driven Excellent IT and numeracy skills Ability to prioritise, work under pressure and to meet strict deadlines
Special	Proactive and positive approach Willingness and ability to be flexible and adaptable A commitment to high quality customer service Commitment to equal opportunities.

Conditions of Service:

The salary banding for the post is £17,000-£20,000 according to experience.

The appointment will be subject to a twelve week probationary period. After a formal assessment and assuming performance has been satisfactory, the appointment will be confirmed. Notice will be one week in writing on either side during the probationary period rising to six weeks once the appointment is confirmed.

Office hours are 9.30am – 5.30 pm. On occasions it may be necessary to work flexibly including evenings and weekends in order to fulfil the role and meet deadlines/requirements for which HIF does not make overtime payments.

The place of employment is Harrogate International Festivals Office, 32 Cheltenham Parade, Harrogate, HG1 1DB and as required by HIF at other places where the organisation carries out its business.

Annual leave for this post is 22 days in addition to Bank Holidays.

Harrogate International Festivals is striving towards a policy of equal opportunities in all its activities and employment practices.