

Job Title: Communications & Box Office Co-ordinator

Salary: up to £25,000 depending on experience
Reports to: Digital & Communications Manager
Purpose: To provide a high standard of communications, administration and customer service to support our communications and development delivery including the smooth running of the box office on a day to day basis.

Key Responsibilities:

Communications:

- Promote the work of the Festivals via digital outlets, including online events, listings, and website and e-newsletter updates
- Provide administrative and proof-reading support for the preparation of Festival brochures, web pages and tickets
- To support the content of the website(s) with the Digital and Comms Manager
- Develop relationships with arts charities and other key organisations to arrange joint sales initiatives or promotions
- Support the strategy, production and sharing of creative content through our social media platforms
- Monitor and record media coverage daily and produce information and performance reports to assist in the continual improvement of marketing and PR
- To co-ordinate the administration of roundels and poster boards
- Co-ordination of displays and print availability

Development & Partners:

- To co-ordinate the administration of the Friends of the Festival scheme
- To support the stakeholder development and management under the Senior Administrator
- Manage and co-ordinate Volunteers and Festival Assistants, including shift management, and organising training where appropriate

Box Office:

- 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

General:

- To co-ordinate stationery, refreshments, housekeeping and general requirements to ensure the smooth running of the organisation
- 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	DESIRABLE
Qualifications / Training / Competences	A good level of education and the ability to prove competence in the relevant areas of work	Educated to degree level or equivalent in an appropriate subject Digital marketing qualification
Relevant Experience	Minimum of 2 years experience (or equivalent) in a marketing environment Experience of working in a high pressured and fast paced environment A high level of administrative skill Active user of social media tools for business use Experience of developing relationships with press and promotional partners	Experience of sales and marketing Experience of organising events Experience of Box Office systems e.g. Spektrix Experience in a fundraising environment
Knowledge	Understanding and experience of using digital analytical systems Interest in the arts and cultural events	Knowledge of data collection / database management
Skills	Ability to think strategically to create audience development plans Ability to write impactful, creative copy within context, with excellent written and verbal skills Proactive with ideas to sell shows through all marketing channels Strong organisational and administrative skills, with a keen eye for detail Evidence of strong interpersonal skills and the ability to work independently Effective problem-solving skills and ability to adapt Good time management and ability to work under pressure and to manage competing agendas Excellent computer skills including Microsoft Word, Excel and Outlook	Creative design skills and experience of using Canva or similar

Conditions of Service:

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 – 5.30pm. During events delivery across the year it is necessary to work flexibly including evening and weekends in order to fulfil the role and meet deadlines and deliver events for which HIF does not make overtime payments, although lieu time is given where appropriate.

During the summer season around July, the events team may move to a 6-day week with associated longer hours during events delivery. Lieu time for this work during the summer season is a scheduled week in August, in addition to the days between Christmas and New Year. This is in addition to contracted holiday and is conditional on fulfilling the summer season.

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.

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

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