

**Job Title: Literature Festivals Co-ordinator**

**Salary:** £17,000 - £22,000

**Reports to:** Literature Festivals Manager

**Purpose:** To provide administrative support for the Literature Festivals annual programme of events, supporting project plans and operational delivery of the festivals and year-round projects.

- To act as one of the first points of contact in the Festival office offering administrative support to the Literature Festivals Manager, ensuring the smooth running of the office at all times
- To assist with the preparation of submissions, event schedules and operations sheets, and to feed into event and Festival evaluation processes
- To manage artist liaison at events, working to ensure smooth running of all artists/authors technical requirements and ensuring Literature Festivals reputation is maintained throughout
- To support the Festival's financial systems with accurate financial records, including updating budgets daily and raising purchase orders and invoices as required
- To manage and book requirements for the issuing and administration of artist/author contracts and riders and to collate and book artists/authors' travel, accommodation and technical support
- To manage various elements of sponsorship packages, both physical and digital, including sponsorship liaison & hospitality
- To co-ordinate the administration and delivery of community and outreach projects, including year-round fringe activities, eg. Writer in Residence and Big Read
- To negotiate and contract relevant suppliers as required + comms liaison with relevant partners
- To sell and administrate ticket and accommodation packages to public and industry
- To run reports from box office data, manage box office set ups and maintain databases
- To market the literature festivals through digital outlets, including managing web updates, listings, e-newsletters and social media channels
- To co-ordinate physical mailings and marketing distribution for the Literature Festivals, in line with the marketing plan
- To provide inspiring copy for print/web features as necessary and provide administrative and proof-reading support for the preparation of festival brochures, web pages and tickets
- To work both in-house and with designer to produce marketing materials

**General Responsibilities:**

- To act as one of the first points of contact for telephone enquiries ensuring the smooth-running of the office at all times
- To attend external meetings, representing the HIF where appropriate, including across the region and the UK

- To support and assist in co-ordination of all Harrogate International Festival events across the year-round portfolio
- To provide administrative support where required for meetings, funding applications etc.
- To share responsibility for the well-being and management of the organisation
- Any other duties as required by the CEO

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:

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<i>Qualifications / Training / Competences</i>	Educated to A Level standard or equivalent	
<i>Relevant Experience</i>	<p>Experience of working in a high pressured, demanding environment</p> <p>Experience of organising events</p> <p>Experience of anticipating and co-ordinating office requirements</p> <p>Experience in a range of administrative positions</p> <p>Experience of working with the public</p>	<p>Experience of working in an arts or festivals environment</p> <p>Experience of producing literature events</p> <p>Experience of working in a travel &amp; tourism background</p> <p>Experience of sales and marketing</p>
<i>Knowledge</i>	<p>Knowledge of data collection / database management</p> <p>Passion for, and understanding of, literature and the arts</p>	Understanding of the publishing industry
<i>Skills</i>	<p>Ability to think commercially and strategically</p> <p>Strong organisational and administrative skills, with a keen eye for detail</p> <p>Excellent written and verbal communication and interpersonal skills</p> <p>Ability to work both independently with minimum supervision and also be a strong team player</p> <p>Effective problem solving skills and ability to adapt</p>	<p>Creative design skills and experience of using design software</p> <p>Digital marketing &amp; content management</p>

	<p>Good time management and ability to work under pressure and to manage competing agendas</p> <p>Excellent PC based technology skills in MS Office</p> <p>A completer, finisher</p>	
<i>Special</i>	<p>Possesses a collaborative and approachable style</p> <p>Current full driving license and access to an appropriately insured vehicle</p> <p>Able to undertake out-of-hours and week-end working</p> <p>A commitment to high quality customer service</p> <p>Full understanding of and commitment to the aims of the Harrogate International Festivals</p> <p>Commitment to equal opportunities</p>	

## Conditions of Service:

The appointment will be subject to a 12 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 8 weeks once the appointment is confirmed.

Office hours are 9.30am – 5.30pm. During events delivery it is necessary to work flexibly including evening and weekends in order to fulfil the role and meet deadlines / requirements for which HIF does not make overtime payments, although lieu time is given where appropriate.

The place of employment will be the Festival's Office which is in central Harrogate, and as required by HIF at such other places where the organisation carries on its proper business.

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

You may be required to travel throughout the region. Travel expenses will be reimbursed on the basis of the cheapest available public transport fare or at the appropriate rate for mileage established by HIF.

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