

Dublin Theatre Festival

Dublin Theatre Festival is an annual event that brings together artists, theatre-makers and audiences from across Ireland and around the world. At the heart of the festival is Dublin – its people and its stories – and a commitment to contributing to the vibrant social and cultural landscape of our capital.

Throughout the 18-day festival performances take place in venues and locations across Dublin. Our programme incorporates theatre, music, dance and family events as well as artist talks, public discussions and artist development programmes. We present classic plays by celebrated companies and artists alongside work by exciting, emerging theatre-makers from home and abroad. The spirit of the festival lies in the people who engage with us and we aim to create rewarding experiences for the time we spend together.

Office Assistant Job Description

Contract: Seasonal and Temporary 16 weeks, (1 July – 16 October 2024)

Salary: €26,416 per annum pro rata

Reporting to: Festival Administrator

Location: Festival House, 12 Essex St East, Temple Bar, Dublin 2

Purpose and Scope of the Post

Dublin Theatre Festival is seeking an Office Assistant to actively coordinate the daily running of the festival reception and front office during the festival period. Responsibilities include reception duties, management of office spaces, administration of the festival's communication systems, and administrative support. The Office Assistant supports and coordinates office and facilities management including ensuring all stationery and building supplies are monitored and replenished efficiently. The Office Assistant may be required to work with the Box Office Manager on sales support to the team. The Office Assistant reports to the Festival Administrator and ultimately to the General Manager of Dublin Theatre Festival.

Duties and Responsibilities

The Office Assistant will work in conjunction with the Festival Administrator in the following areas:

Front Office/ Reception / Administration

- Reception duties (first point of contact for phone and e-mail enquiries and for visitors to the building) maintaining a highly professional and helpful attitude towards serving the public
- Administration duties such as maintaining staff manuals, producing and amending documentation
- Maintenance of the physical festival offices: duties include ensuring the premises are clean, tidy and that all fixtures and fittings are maintained; liaison with building service providers including cleaning and security companies

- Ensuring that Health & Safety procedures are being followed by all staff and building users
- Office management including ensuring all stationery and building supplies are replenished
- Maintenance of office communications systems: liaison with phone and IT system support companies
- Maintaining festival policy of Environmental Awareness, ensuring energy efficiency in the building and promoting continuous recycling
- Assisting with festival events including planning, set up and RSVP lists
- Managing post, couriers and other service providers
- Coordinating meeting set ups
- Runner duties as required

The Office Assistant assists the Box Office team as required in the following areas:

- Process bookings including telephone, mail, web and in venues during the Festival period
- Daily reconciliation of box office receipts and balancing of cash floats at the end of the day
- Assist the Box Office team in all sales and promotional campaigns

Person Specification

Essential skills and experience:

- Strong interpersonal skills with a focus on customer service
- High level of literacy, communication and organisational skills
- Computer literacy and knowledge of Microsoft Office packages, especially Word and Excel
- Ability to work in a constantly busy work environment with a high level of time management
- Ability to manage several tasks and projects simultaneously

Desirable skills and experience

- Previous front office /reception experience
- Previous box office/ sales experience
- Previous festival experience
- Interest in the arts

Skills and Personal Qualities

The key qualities sought are:

- Ability to work in a dynamic and fast paced environment
- Organised, structured and systematic in work
- Strong attention to detail
- Resourcefulness and initiative
- Team player
- Fluent English

Type of Contract

Seasonal and temporary 16 weeks, (1 July – 16 October 2024)

The post is full-time, usually working 40 hours per week 10am – 6pm, Monday – Friday and 48 hours across six days per week during the festival period (26 September–13 October).

This includes evening and weekend work around key dates such as launch (24/25 July) and during the festival period.

Salary

The salary for this post is €26,416 per annum pro rata

Probation

A probation period of 3 weeks will apply from the start of contract.

Application Process

Applicants are invited to submit:

- A detailed CV outlining all relevant experience
- A cover letter outlining your experience, how you believe it relates to the role as described and your reason for applying for the role
- Contact details for two professional referees

Submissions & Confidentiality

The festival acknowledges applicants' need for privacy and will take all necessary steps to ensure all applications and interviews are handled confidentially. Dublin Theatre Festival is an equal opportunity employer and welcomes applications from all sections of the community.

Enquiries in strictest confidence, as well as applications (by email only) should be addressed to Louise McGrath, Festival Administrator, at recruitment@dublintheatrefestival.ie.

Closing Date

The closing date for receipt of all applications is 12pm on Wednesday 29 May.

Interviews

Interviews will be on Monday 3 June. Applicants selected for interview will be expected to make themselves available on this date.

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