

Box Office Assistant Manager

Post:	Box Office Assistant Manager
Contract:	Seasonal and temporary, 15 weeks (10 July – 20 October)
Reporting to:	Audience Development and Sales Manager
Location:	12 East Essex Street, Temple Bar, Dublin 2

Background

Established in 1957, 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.

Purpose and Scope of the Post

Dublin Theatre Festival is seeking a Box Office Assistant Manager to actively participate in managing relationships with its current partners and customers and to assist the Audience Development & Sales Manager in implementing sales initiatives and audience development strategies.

The position is responsible for the smooth and effective running of the box office, the ticketing system (Spektrix) and financial matters within the box office; and to provide training, encouragement and guidance to the box office team. The position reports to the Audience Development and Sales Manager.

Duties and Responsibilities

Box Office Operations and Customer Service

Along with Audience Development and Sales Manager:

- Oversee the box office function: ensure the smooth and efficient running of the box office, that all procedures and systems are maintained, including temporary box offices at site-specific venues as needed.
- Ensure all equipment and devices are working on a daily basis. Liaise with software and equipment providers as required.
- Ensure the highest level of customer service is maintained at all times and that the Festival's ethos of customer care is cultivated throughout the box office. Monitor our systems and customer feedback to ensure a smooth, positive and user-friendly experience for our audiences.
- Ensure that all venue seating plans and events are correctly built on the ticketing system.
- Liaise with venues on assimilation of venue sales reports during the festival, ensuring accuracy in ticket allocations and optimisation of DTF box office sales at venues.

- Ensure smooth handover of shows to the venue prior to each performance.
- At the conclusion of the Festival provide a written report to the Audience Development and Sales Manager as to how the system can be improved for the following year.

Audience Development and Sales

- Work closely with the Audience Development and Sales Manager, overseen by the Head of Marketing and Development, to deliver sales and ticketing initiatives and maximise sales opportunities.
- Assist with implementing strategies for the recruitment and conversion of Friends of the Festival, in agreement with the Development Manager.
- Support the Festival's commitment to diversity, inclusivity and accessibility, maintaining awareness of barriers to attendance, provision of access services, and ensuring a welcoming, pleasant and appropriate experience for our audiences.

Staff Management

Together with the Audience Development and Sales Manager:

- Provide training and assistance to seasonal box office staff, ensuring that our team members are highly proficient in their use of Spektrix and any other required systems, and can perform their duties with confidence.
- Awareness of and attention to health and safety issues, data security and sustainability measures within the work place.
- Create a supportive, enjoyable and efficient working environment for the team.

Financial

- Oversee box office staff as they balance their cash floats and that staff reports, takings and cumulative sales are reconciled at the end of each day.
- Handle change requests and handover all monies to the Operations team for banking.

Person Specification

Essential skills and experience:

- Ability to work in a dynamic and fast paced environment while maintaining great attention to detail and accuracy at all times.
- Computer literacy, confidence in learning to use new software quickly, strong knowledge and experience with Microsoft Word, Outlook and Excel.
- A proactive, problem solving approach, whether responding to customer queries, troubleshooting technology, or dealing with unforeseen challenges.

Desirable skills and experience:

- Experience of working independently and leading a team in a supervisory or managerial role.
- Experience of interacting with members of the public and engaging with their individual interests.

Personal qualities

- The key qualities sought are:
- Passionate about providing exceptional customer service.
- Ability to manage several projects simultaneously.
- Great time management and prioritisation skills.
- Numerical aptitude and accuracy.
- and initiative.
- Team player.
- Flexibility regarding work schedule.
- Interest in the arts, theatre and fundraising.

Type of Contract

Seasonal and temporary (15 weeks, 10 July – 20 October 2022)

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 (28 September–15 October). This includes evening and weekend work around key dates such as launch (25 July) and during the festival period.

Holidays

Statutory holiday entitlements apply. Requests for leave will be considered, taking into account the busy nature of the festival period. Leave must be scheduled and approved by your line manager prior to commencing your contract (max 3 days during the contract). Unused holiday entitlement will be paid at the end of contract in accordance with current employment legislation.

Remuneration

€28,800 per annum pro rata / €13.85 per hour, calculated weekly and paid monthly.

Application Process

Applicants are invited to submit:

- A detailed Curriculum Vitae outlining all relevant experience
- A letter of application indicating why you are interested in 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 applications is 12pm on Friday 9 June 2023

Interviews

Interviews will be on Wednesday day 21 June 2023. Applicants selected for interview will be expected to make themselves available on this date.

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