

Dublin Theatre Festival

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.

Box Office Administrator Job Description

Post: Box Office Administrator

Contract: Seasonal and Temporary, 14 weeks (July 18 – 24 October)

Reporting to: Audience Development and Sales Manager

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

Purpose and Scope of the Post

Dublin Theatre Festival is seeking two Box Office Administrators to contribute to the smooth and effective running of the Box Office, with special attention to the ticketing system.

This position reports to the Audience Development and Sales Manager and assists box office management in all tasks required for providing the highest quality sales experience to stakeholders while maximising all sales opportunities, ensuring targets are reached and that high standards of customer care are maintained.

Duties and Responsibilities

In conjunction with the Audience Development & Sales Manager and Box Office Assistant Manager, the Box Office Administrators will:

- Ensure all Box Office procedures and systems are followed.
- Ensure the highest levels of customer service are maintained at all times and that the Festival's ethos of customer care is cultivated throughout the team.
- Liaise with venue box offices including assimilation of venue sales reports and smooth handover of shows to the venue prior to each performance.

Computerised Ticketing System

- Supervise and maintain the box office ticketing system (Spectrix) including back-up procedures; liaise with the software and hardware providers as required.
- Update/create venue seating plans when needed.
- Build and proof all aspects of events, ticketing and membership on the system in time for launch.
- Ensure smooth running and accuracy of the ticketing website and sales.

Bookings

- Work with the Development Manager and box office management to ensure that all Friends' Priority Bookings have been processed before general public bookings open.
- Assist with general public bookings including telephone, mail and web sales.
- Monitor and ensure that all bookings are processed in a timely fashion and remain up to date.

Financial

- Daily reconciliation of computer till and balancing of cash floats at the end of the day.

General

- Promptly answer all customer queries according to Dublin Theatre Festival Box Office procedures and in agreement with the Audience Development & Sales Manager.
- Actively and diligently follow daily Box Office running procedures, filing systems and policies.
- 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 audience.
- Awareness of and attention to health and safety issues, data security and sustainability measures within the work environment.

Person Specification

Essential skills and experience:

- A proven track record of excellent customer service, communication skills and fluent English.
- Computer literacy, advanced knowledge and experience with Microsoft Word, Outlook and Excel.
- Interest in arts/theatre and fundraising.
- Flexibility regarding work schedule.

Desirable skills and experience:

- Prior experience in arts/theatre/festivals/events.
- Professional experience at box office and in the use of a computerised ticketing system.

Skills and personal qualities

The key qualities sought are:

- Ability to work in a dynamic and fast-paced environment.
- Ability to manage several projects simultaneously.
- Great attention to detail.
- Team player.
- Resourcefulness and initiative.
- Aptitude for reading visual plans/representations.
- Numerical aptitude and accuracy.

Type of Contract

Seasonal and temporary 14 weeks, 18th July – 24th October.

Probation

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

Remuneration

€24,960 / €12 per hour, calculated weekly and paid monthly

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 the contract in accordance with current employment legislation.

Application Process

Applicants are invited to submit:

- A detailed Curriculum Vitae outlining relevant experience.
- A letter of application indicating why you are interested in the role.
- Contact details for two professional referees.

Submissions

Applications will be accepted by email and should be submitted to recruitment@dublintheatrefestival.ie.

Closing Date

The closing date for receipt of all applications is 12pm on Tuesday 21st of June.

Interviews

Interviews will be on Tuesday 28th of June. Applicants selected for interview will be expected to make themselves available on this date.

Confidentiality

The festival acknowledges applicants' need for privacy and will take all necessary steps to ensure all applications and interviews are handled confidentially. Enquiries in strictest confidence can be addressed to Mary Kilduff, Festival Administrator recruitment@dublintheatrefestival.ie.

Dublin Theatre Festival is an equal opportunity employer and welcomes applications from all sections of the community. Dublin Theatre Festival is funded by the Arts Council.