

Dublin Theatre Festival

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 Assistant Manager Job Description

Post: Box Office Assistant Manager

Contract: Seasonal and temporary, 16 weeks (4 July – 23 October)

Reporting to: Audience Development and Sales Manager

Location: Festival House, 12 Essex Street East, Temple Bar, Dublin 2, DO2 EH42

Purpose and Scope of the Post

Dublin Theatre Festival seeks a Box Office Assistant Manager to actively participate in managing relationships with its current partners and customers and to assist the 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 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 and ensure the smooth and efficient running of the box office and that all procedures and systems are maintained at all times, including temporary box offices at site-specific venues as needed.
- Ensure all equipment and devices are working effectively 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 audience.
- Ensure that all venue seating plans and events are correctly built on Spectix.
- Liaise with venues on the 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 Marketing and Development Manager, 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 Executive.
- 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.

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.
- Assist with staff roster ensuring that the box office is adequately staffed at all times including temporary box offices at venues during festival time.
- Awareness of and attention to health and safety issues, data security and sustainability measures within the workplace.
- 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 hand over 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, advanced knowledge and experience with Microsoft Word, Outlook and Excel.
- Working knowledge and experience in the use of a computerised ticketing system.

Desirable skills and experience:

- Prior experience leading a team in a supervisory or managerial role.
- Professional experience in the arts/theatre/festivals.

Skills and personal qualities

The key qualities sought are:

- Passionate about providing exceptional customer service.
- Resourcefulness and initiative.
- Team player.
- Flexibility regarding work schedule.
- Numerical aptitude and accuracy.
- Interest in the arts, theatre and fundraising.

Type of Contract

Seasonal and temporary (14 weeks, Monday 4 July – Monday 24 October 2021).

Remuneration

€27,040 per annum pro rata / €13 per hour, calculated weekly and paid monthly.

Probation

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

Hours of Work

The post is full-time usually working 40 hours per week 10am – 6pm Monday – Friday and up to 48 hours during the festival period, including evening and weekend work around key dates such as launch and during the Festival.

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.

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 applications is 12pm on Monday 9 June 2022.

Interviews

Interviews will be on Monday 13 June 2022. Applicants selected for the 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.