

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 Specialist Job Description

Post: Programme Assistant

Contract: Seasonal and temporary. 12.5 weeks (21 July – 17 October)

Reporting to: Audience Development and Sales Manager

Location: Festival House, 12 Essex Street East, Temple Bar, Dublin 2 and festival venues as required

Purpose and Scope of the Post

Dublin Theatre Festival is seeking two Box Office Specialists to manage and process all requests and tickets, including tickets for our specialised groups: the Friends of the Festival, domestic and international group bookers. This position reports to the Box Office Management.

Duties and Responsibilities

During festival time, box office staff may work both the main festival box office and offsite at temporary and established festival venues. Duties include:

Sales and Administration

- Process bookings including telephone, mail, web and in venues during the Festival period.
- Maintain a highly professional and helpful attitude towards serving the public.
- Process Membership sales, renewals and Friends bookings during the Priority Booking Period while recording and filing all booking forms and relevant information.
- Engage in marketing and e-communications as part of our group booking and membership recruitment.
- Maintain highly efficient correspondence records, ensuring each communication is responded to in a timely and efficient manner.

General

- Actively and diligently maintain and use organisation systems to ensure an effective, positive and productive working environment.
- On occasion attend events and launches, which may take place in the evening and outside core working hours.
- 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 superb customer service.
- Excellent communication skills, telephone manner and fluent English.
- Interest in the arts/theatre and fundraising.
- Computer literacy, knowledge and experience with Microsoft Word, Outlook and Excel.

Desirable skills and experience:

- A working knowledge and experience in the use of a computerised ticketing system.
- Professional experience in the arts/theatre/festivals.

Skills and personal qualities

The key qualities sought are:

- Ability to remain calm and attentive to customer needs in a fast-paced environment.
- Great attention to detail, numerical accuracy and capacity to follow instruction and administrative procedures as directed..
- Enthusiasm, resourcefulness and initiative.
- Team player.
- Flexibility regarding work schedule.

Type of Contract

Seasonal and temporary, 12.5 weeks (21 July – 16 October 2022).

Probation

A probation period of three 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 the contract in accordance with current employment legislation.

Remuneration

€22,880 pro rata / €11 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

Applications will be accepted by email only 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 held 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.

Further Information

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.