

## 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.

### Office Assistant Job Description

Post: Office Assistant

Contract: Seasonal and Temporary 16 weeks (4 July – 18 October 2022)

Reporting to: Festival Administrator

Location: Festival House, 12 Essex Street 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 will 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.
- 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.
- Managing the post, couriers and other service providers.
- Coordinating meeting setups.
- Runner duties as required.
- Management of Festival House Covid-19 policies to ensure that recommended guidelines are being adhered to in Festival House.

The Office Assistant will work in conjunction with Box Office management 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.

### Other

- Awareness of health and safety issues within the work environment.

## 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 and stress 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 15 weeks, (4 July – 18 October 2022).

Usual office hours 10am – 6pm, Monday – Friday. 48 hours in a 6 day week during the 3 week festival period, 29 September – 16 October 2022.

## Probation

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

## 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**

The salary for this post is €22,000 per annum pro rata.

**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](mailto:recruitment@dublintheatrefestival.ie).

**Closing Date**

The closing date for receipt of all applications is 12pm on Monday 6th of June.

**Interviews**

Interviews will be on Monday the 13th of June. Applicants selected for an interview will be expected to make themselves available on this date.

**Confidentiality**

Dublin Theatre 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](mailto: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.