

Dublin Theatre Festival

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

Contract: Seasonal and Temporary 13 weeks (17 July – 18 October 2024)

Salary: €28,600 per annum pro rata / €13.75 per hour

Reporting to: Audience Development and Sales Manager

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

Purpose and Scope of the Post

Dublin Theatre Festival is seeking a Box Office Administrator to contribute to the smooth and effective running of the Box Office, with special attention to the ticketing system (Spektrix).

This position reports to the Audience Development and Sales Manager and assists box office management in all tasks required for providing 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 regarding ticket allocations, sales reports, and ensure a smooth handover of shows to the venue prior to each performance

Computerised Ticketing System

- Build, proof and maintain 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 Executive and box office management to ensure that all applicable bookings are processed during the priority booking period
- Process customer orders across our sales channels, ensuring that all bookings are confirmed in a timely fashion and remain up to date
- Assist with the roll out of our audience development strategies including group bookings, ticket initiatives and accessibility

Financial

- Daily reconciliation of box office receipts and balancing of cash floats at the end of the day

General

- 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
- 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
- Awareness of and attention to health and safety issues, data security and sustainability measures within the work environment

Person Specification

Essential skills and experience:

- Excellent customer service and communication skills
- Computer literacy, confidence in learning to use new software quickly, knowledge and experience with Microsoft Word, Outlook and Excel

Desirable skills and experience:

- Experience of interacting with members of the public and engaging with their individual interests

The key qualities sought are:

- Ability to remain calm and attentive to customer needs in a fast paced environment
- Great attention to detail, and capacity to follow instruction and administrative procedures as directed
- Enthusiasm, resourcefulness and initiative

- Flexibility regarding work schedule
- Interest in the arts, theatre and fundraising

Type of Contract

Seasonal and temporary 13.5 weeks, 17 July – 18 October 2024

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 (26 September–13 October).

This includes evening and weekend work around key dates such as launch (24/25 July) and during the festival period. The final week of the contract (14–18 October) is likely to be part-time hours, depending on requirements.

Salary

€28,600 Pro rata / €13.75 per hour, calculated weekly & paid monthly

Probation

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

Application Process

Applicants are invited to submit:

- A detailed CV outlining all relevant experience
- A cover letter outlining your experience, how you believe it relates to the role and what you can bring to the role. We are open to receiving cover letters in video format. If you would like to submit a video cover letter please ensure that it is approximately 2 minutes long and includes the information requested above
- Contact details for two professional referees. Only the referees of shortlisted applicants will be contacted, and applicants will be notified in advance

Submissions & 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, 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 all applications is 12pm on Monday 10 June.

Interviews

Interviews will be on Monday 17 June. Applicants selected for interview will be expected to make themselves available on this date.

Access

If you require reasonable accommodation for any part of the application process, please let us know by emailing recruitment@dublintheatrefestival.ie.

We want to ensure that equality and diversity are at the heart of what we do and actively welcome applications from all sections of the community.

Dublin Theatre Festival is funded by The Arts Council.