

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 Specialist Job Description

Contract: Seasonal and temporary 13 weeks (22 July– 13 October), 10 weeks part time, 3 weeks full time

Salary: €28,080 per annum pro rata / €13.50 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 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 Audience Development and Sales Manager.

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 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

- Build and maintain a strong knowledge of the performances, theatre companies and events in our programme and confidently engage with and advise customers as appropriate

Computerised Ticketing System

- Attention to training to gain an excellent working knowledge of the box office ticketing system (Spektrix)

Financial

- Balancing of cash floats at the end of the day

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:

- 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

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, and capacity to follow instruction and administrative procedures as directed
- Enthusiasm, resourcefulness and initiative
- Flexibility regarding work schedule

Type of Contract

Seasonal and temporary 13 weeks, 22 July – 13 October 2024

The post is part-time 20 hours per week from 22 July to 20 September, then full time from 23 September, working up to 48 hours across a six-day 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.

Salary

€28,080 Pro rata / €13.50 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 Tuesday 18 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.