

# FINDHORN BAY ARTS

**Post:** Festival Marketing & Box Office Assistant (part-time, short term contract)

**Hours:** 2.5 days / 20 hours per week

**Duration:** June 2018 – October 2018, fixed term 18 weeks. Immediate start available

**Salary:** £12,272 - £16,286.40 pro rata, with option of salaried or contracted on a freelance basis

**Opportunity for:** Someone looking to develop a career in arts sales and marketing

**Work base:** 86 High Street, Forres, IV36 1NX

**Responsible to:** Line managed by the Marketing, PR & Business Officer

**Responsible for:** To assist the Marketing, PR & Business Officer in marketing, audience development, PR and business-related activities related to the Findhorn Bay Festival

**Applicant must be available to work daytime and evening for the week of the Festival on the following dates: Monday 24 September to Tuesday 2 October 2018. Re-numeration for these dates will be worked as time in lieu or at an agreed fixed fee.**

## **2018 Findhorn Bay Festival**

The 3<sup>rd</sup> Findhorn Bay Festival is a spectacular six-day celebration of arts and culture, taking place at the heart of Moray from Wednesday 26 September to Monday 1 October 2018. Showcasing artists of national and international renown, performances and events take place in unexpected spaces and scenic locations.

The Festival brings something for all with a vibrant mix of theatre and performance, exhibitions and live music, fine-art and photography, talks and tours. Experience good local food, community participation and free activities, including Scotland's only Culture Day extravaganza in Forres.

A new and unique theatre piece based on the Scottish literary work *The Buke of the Howlat* will premier during the Festival. A shrewd and curious tale written in Older Scots in the 1440s at Darnaway Castle in Moray will be performed in a stunning outdoor setting. The story is brought to life through an intergenerational choir, dancers and circus performers, actors and visual installations.

## **Main Purpose of the Post**

The Marketing & Box Office Assistant will, under the direction of the Marketing, PR & Business Officer, work to deliver the 2018 Festival Marketing and PR Plan. They will provide customer care and sales assistance in the Festival Box Office and Information Hub and at events, assist with distribution of all print materials, represent the Festival at local events, assist in coordinating the programme launch and any VIP events/receptions, and carry out general administrative duties in support of Festival marketing activity.

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## Key Tasks & Responsibilities:

- Provide general administrative support to the company's Marketing, PR & Business Officer
- Undertake general reception and box office duties
- See to daily duties in the Festival Box Office and Information Hub as directed by the Marketing, PR & Business Officer including dealing with customer enquires and ticket bookings in person and on the telephone
- Deal with all customers in a friendly, courteous and patient manner, ensuring the highest standards in customer care at all times
- Respond to requests for information about programmed Festival events
- Support in creating marketing content
- Support promotion of the Festival and attend local events to promote the Festival
- General office duties and day-to-day administrative tasks including maintaining up-to-date records and contact lists
- Assist with distribution of print materials in the local area
- Assist in coordinating the programme launch and any VIP events/receptions
- Assist with Festival evaluation
- Work as a member of the core Festival team to ensure efficient and effective delivery of the Festival

Findhorn Bay Arts expects all its staff and volunteers to:

- Develop constructive relationships and communicate effectively with internal and external colleagues, both paid staff and volunteers;
- Know, adhere to and promote Findhorn Bay Arts policies;
- Participate in learning activities and performance development as required;
- Recognise their own strengths and areas of expertise and use these to advise and support others;
- Recognise their own areas of development and seek the advice and support of others;
- Fulfil any other duties that may reasonably be requested from time to time.

This job description is a general statement of the tasks and responsibilities associated with the post. It is subject to periodic review and change to reflect the changing nature of the post and the needs of the organisation.

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## Person Specification

| <b>SKILLS &amp; ABILITIES</b>  |  |
|--|--|
| <b><i>Essential</i></b>  | <b><i>Desirable</i></b>  |
| <ul style="list-style-type: none"> <li>• Outstanding organisational and methodological skills</li> <li>• Excellent written, verbal communications and presentation skills</li> <li>• Good numeracy and arithmetic skills</li> <li>• IT competency – Word and Excel</li> </ul>  |  |
| <b>EXPERIENCE</b>  |  |
| <b><i>Essential</i></b>  | <b><i>Desirable</i></b>  |
| <ul style="list-style-type: none"> <li>• Experience of working to schedules and deadlines</li> <li>• At least one year's experience in a customer service environment, dealing with people in person and on the phone</li> <li>• Administrative experience including an appreciation of the requirements of simple financial accounting and balancing procedures</li> <li>• Experience of cash handling</li> </ul> |  |
| <b>PERSONAL QUALITIES</b>  |  |
| <b><i>Essential</i></b>  | <b><i>Desirable</i></b>  |
| <ul style="list-style-type: none"> <li>• Confident telephone manner</li> <li>• Excellent customer care and problem-solving skills</li> <li>• A demonstrable interest in arts and culture</li> <li>• A good team player who can work on own initiative and work under pressure</li> <li>• An appreciation of sales opportunities and an aptitude for selling</li> </ul>   |  |
| <b>TRAINING &amp; QUALIFICATIONS</b>   |  |
| <b><i>Essential</i></b>  | <b><i>Desirable</i></b>  |
| <ul style="list-style-type: none"> <li>• Good level of education (passes in National 5 / Higher or equivalent) or relevant experience</li> <li>• National 5 Maths and English or equivalent</li> </ul>   |  |
| <b>OTHER</b>   |  |
| <b><i>Essential</i></b>  | <b><i>Desirable</i></b>  |
| <ul style="list-style-type: none"> <li>• Willing to work flexible hours</li> <li>• Ability to travel</li> <li>• A commitment to promoting the arts in general</li> </ul>   | <ul style="list-style-type: none"> <li>• Valid driving license and access to transport</li> <li>• Knowledge of the local area</li> </ul> |

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## TO APPLY

### Person Specification

Findhorn Bay Arts seeks the optimum candidate who can best meet all Essential Skills and most closely demonstrate the Desirable Skills. Applications who do not meet all Essential Skills will not be considered. Findhorn Bay Arts reserves the right to weight key skills within the selection process.

**Applications must be received no later 12noon on Friday 4 May 2018**

### Application Process

- Submit a CV and biography evidencing your competencies in all areas as detailed in the Key Tasks & Responsibilities
- Include a covering letter detailing how you meet the Person Specification
- Details of two referees

Incomplete application submissions will not be considered

### Interviews

Interviews will take place on Friday 11 May (times to be arranged). Please let us know your availability for interview on this date at time of application. SKYPE interviews can also be arranged. We will inform you if you are to be called for an interview by 8pm on Wednesday 9 May 2018.

Please post, or email to:

Samantha Fraser  
Findhorn Bay Arts  
86 High Street  
Forres  
Moray  
IV36 1NX

[marketing@findhornbayarts.com](mailto:marketing@findhornbayarts.com)

For further enquiries, you can also contact: 01309 673137