

Job Title: Venue Manager
Reports to: Operations Manager
Location: Bradford
Salary: £9.00 per hour offered as a freelance contract
Working Hours: Casual contract with variable days and hours from the 29th June - 8th July 2018. Applicants must be available on the following dates:
Saturday 30th June & Sunday 1st July
Saturday 7th July & Sunday 8th July

Background: Bradford Literature Festival is an annual, ten-day festival held between June and July each year in the heart of Bradford. The festival was launched in 2014 with the aim of creating a national destination festival that would excite and encourage both children and parents to engage with books and reading. In 2017 the festival held more than 300 events and attracted audiences of over 50,000.

Venue Managers are responsible for the smooth running of events at various satellite venues during the festival period. This role would include coordinating volunteers, selling tickets on-site, collecting audience data and representing the festival in a professional manner.

Job Description

Under the direction of the Operations Manager, the Venue Manager will:

- Working in conjunction with a Stage Manager, ensure the smooth running and operation of Bradford Literature Festival events.
- Be responsible for on the door ticket sales including the handling and recording of cash takings.
- Coordinate volunteers on site.
- Positively represent the festival by delivering excellent customer service to attendees and guests alike.
- Brief guests as necessary to the structure and timing of events.
- Present public information at events – this may involve speaking on stage in front of a full audience.
- Take initiative to resolve issues, and appropriately pass on any issues that can't be resolved to the core festival team.
- Accurately collate audience data and sales figures for event reporting purposes.
- Work with and assist the core festival team as required.

Personal Specifications

Essential

- Experience of managing speaker/panel events.
- Experience of effectively managing and prioritising multiple strands of work simultaneously.
- Proven organisational skills and ability to work to deadlines and under own direction.
- Ability to work flexibly when required, particularly during the core festival period.
- Ability to work well under pressure and deliver to tight deadlines.
- An articulate communicator with excellent customer service skills.
- Confidence in speaking in front of large crowds and making public announcements.
- Experience in managing volunteers or teams of people in a customer service setting.
- Ability to lead and motivate a team.
- Cash handling experience.
- Computer literate.
- Excellent verbal and written skills.

Desirable

- Experience of working within a literature festival or arts festival environment.
- Capable of working in a small, close-knit team.
- A first aid at work certificate.
- Box office software experience.
- A DBS certificate.

Personal Attributes

- Demonstrate sensitivity and possess the ability to manage a range of stakeholders.
- A professional manner.
- Team player.
- Confident independent worker.
- Adaptable problem-solver.

HOW TO APPLY

Please send a 2-page CV along with a covering letter responding to the job description, explaining:

- Why this opportunity interests you (up to 300 words).
- Your relevant experience.

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- What skills and qualities you can bring to Bradford Literature Festival.
- Your educational qualifications.
- Your full contact details (including any relevant web links).
- When we can best contact you.
- Names and contact details of 2 referees that will be available to be contacted (at least one must be a recent employer).

Please note that given anticipated demand, we can ONLY respond to those we invite for interview.

If you have any questions, or require further information prior to submitting your application, please contact jobs@bradfordliteraturefestival.co.uk. Applications should be sent to the same email address.

For more information on the festival please visit:
<http://www.bradfordlitfest.co.uk/>

You can also follow us online:

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