

<b>Job Title</b>	Box Office Operator
<b>Reports to</b>	Box Office Manager
<b>Location</b>	Bradford
<b>Salary</b>	£9.00 per hour
<b>Contract</b>	Freelance/ Casual
<b>Working Hours</b>	Variable hours between 17 <sup>th</sup> June - 7 <sup>th</sup> July 2019

### Required Dates

#### Staff Training

- Thursday 20<sup>th</sup> and Friday 21<sup>st</sup> June

#### Festival Weekends

- Saturday 29<sup>th</sup> June - Sunday 30<sup>th</sup> June and Saturday 6<sup>th</sup> July - Sunday 7<sup>th</sup> July

### Desirable Dates

#### Festival Weekdays

- Friday 28<sup>th</sup> June and Monday 01<sup>st</sup> – Friday 5<sup>th</sup> July

### Background

Bradford Literature Festival (BLF), an international festival formed in 2014, has grown from an audience of 968 attendees to over 70,000 in just five years. The festival has been hailed as one of the most inspirational in the UK owing to the breadth of its programming and diversity of its speakers and audiences. In 2018 BLF attracted a 52 per cent BAME audience, with 42 per cent of all speakers also coming from BAME backgrounds.

Over 500 speakers in more than 400 sessions feature in what will be the fifth edition of the festival, celebrating the written and spoken word in all forms and showcasing the intimate relationship between words and other art forms such as theatre, music and film.

Festival appearances will include writers **Chris Riddell**, **Jeanette Winterson**, **Bernadine Evaristo**, **A.A. Dhand** and **A.C. Grayling**, poets **Lemn Sissay**, **George the Poet**, **Simon Armitage**, **Imtiaz Dharker** and **Michael Rosen**, musicians **Luke Goss**, **Lady Leshurr**, **Lowkey** and **Saul Williams**, scientist **Mark Miodownik**, politicians **Shashi Tharoor** and **Sayeeda Warsi**, broadcaster **June Sarpong**, comedian **Sofie Hagen**, Islamic scholar **Habib Ali al-Jifri**, and many more.

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**Chesham Building, Richmond Road, Bradford, BD7 1DP | [bradfordlitfest.co.uk](http://bradfordlitfest.co.uk) | 01274 238525**

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## **Job Description**

Under the direction of the Box Office Manager, the Box Office Assistant will:

- Work as part of a team of Box Office Operatives to book tickets, over the phone and in person, via Ticketsolve, BLF's box office platform.
- Learn and implement BLF's ethical ticketing policy, ensuring that customers are fully aware and informed of concession tickets available at BLF.
- Ensure that correct accessibility information is captured at point of sale, recorded alongside the relevant event and reported to the Box Office Manager.
- Assist with customer queries, complaints, refunds and all other customer needs.
- Become familiar with the BLF 2019 programme to offer advice, recommendations and further information on BLF events.
- Work with and assist the festival marketing and operations team by providing up to the minute box office data when needed.
- Take initiative to resolve issues, and appropriately pass on any issues that can't be resolved to the core festival team.
- Positively represent the festival by delivering excellent customer service to all festival visitors.

## **Personal Specifications**

### *Essential*

- Experience in using computerised Box Office systems. The festival currently uses Ticketsolve and applicants must have knowledge of this or similar.
- Experience of working in a busy Box Office, ideally in a festival environment.
- A polite, professional and confident manner when dealing with the public.
- Ability to problem solve, make decisions and use initiative within parameters set by senior team members.
- Excellent IT skills and a knowledge of Microsoft Office.
- Experience of cash handling.
- Proven ability to work in a fast-paced environment.
- Proven ability to work calmly and efficiently in high pressure situations.
- Willing to help the team with other ad hoc tasks during busy periods.
- The ability to work in a team as well as being confident in lone working.
- Demonstrate sensitivity and ability to conduct yourself in a professional manner in all situations.

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*Desirable*

- Experience of working within a literature festival or arts festival environment.
- A first aid at work certificate.

**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 (including if you have worked for the Festival in previous years)
- 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).
- Dates that you are available between 28<sup>th</sup> June & 7<sup>th</sup> July

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](mailto:jobs@bradfordliteraturefestival.co.uk). Applications should be sent to the same email address with 'Box Office Operator' in the subject heading.

For more information on the festival please visit:

<http://www.bradfordlitfest.co.uk/>

You can also follow us online:

<https://www.facebook.com/bradfordlitfest>

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