



Job Title	Box Office Operator
Reports to	Box Office Manager
Location	Bradford
Salary	£50 per half day (up to 4 hours) £100 per full day (up to 8 hours). Any additional hours will be agreed on a case-by-case basis and paid at £11 per hour.
Contract	Self-employed/ freelance
Working Hours	Variable hours between 25 th June – 4 th July 2021

Dates Required

Compulsory Staff Training

Every team member must attend one of the two sessions detailed below:

- Monday 21st June, 10am – 2pm
- Wednesday 23rd June, 10am – 2pm

Festival Weekends

- Saturday 26th June - Sunday 27th June and Saturday 3rd July - Sunday 4th July

Desirable Dates

Festival Weekdays

- Friday 25th June and Monday 28th June – Friday 2nd July

Background

Bradford Literature Festival is an annual arts event and year-round cultural outreach programme that hosts respected authors, poets, speakers, musicians and artists from Bradford, the UK and around the world. Founded in 2014, BLF is now a key event in the UK cultural calendar and the most diverse literature festival in the country.

A young festival, BLF has grown rapidly in size and popularity. The festival takes place annually over 10-days at the end of June and the start of July, with a programme of over 400 events stretching from the heart of the city and across the district. BLF's signature mix of topic-led events, which include author talks, world-class poetry line-ups, live music, film, theatre and more, attract more than 70,000 people to Bradford each year.

Bradford Literature Festival operates an extensive Ethical Ticketing Policy, offering free or discounted tickets to those who might otherwise be unable to attend the festival. Combined with low tickets prices overall (a standard priced ticket is as little as £7) BLF attracts audiences more socio-economically diverse than any other literature festival in the UK.

Festival appearances have included writers **Jeanette Winterson, Elif Shafak, Bernadine Evaristo, Chris Riddell, A.A. Dhand** and **A.C. Grayling**, poets **Lemn Sissay, George the Poet, Simon Armitage, Imtiaz Dharker** and **Michael Rosen**, musicians **Akala, Luke Goss, Lady Leshurr, Lowkey** and **Saul Williams**, Islamic scholar **Habib Ali al-Jifri**, and many more.

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 via BLF's box office platform (Ticketsolve), and in person at the Box Office which will be located in Waterstones Bradford
- 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 2021 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/ ticketing 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 and operating card machines
- 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

Desirable

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

HOW TO APPLY

Please send a brief CV (2-page max) and covering letter (2-page max) responding to the job description, explaining:

- Why this opportunity interests you
- Your relevant experience (including if you have worked for the Festival in previous years)
- What skills and expertise you would bring to Bradford Literature Festival
- 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)
- Your availability on the dates listed at the top of this document

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 with 'Stage Manager' 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>

<https://twitter.com/BradfordLitFest>