

# FREELANCE BOX OFFICE MANAGER 2026



FIND OUT MORE: [BRADFORDLITFEST.CO.UK](https://bradfordlitfest.co.uk)  
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**JOB TITLE:** BOX OFFICE MANAGER  
**DEPARTMENT:** MARKETING  
**REPORTING TO:** HEAD OF MARKETING AND PROGRAMMING

**MAIN PURPOSE:**

We are seeking a Box Office Manager to play a pivotal role in delivering an outstanding experience for our audiences. As part of a small, proactive team, you will lead our Box Office team in customer service, ticketing and audience enquiries, combining excellent interpersonal skills with strong technical expertise in ticketing systems. You will oversee the smooth and efficient operation of the box office, ensuring all interactions are welcoming, accurate and aligned with the festival's values.

**“ We do some things because they are popular, we do other things because they are important. Syima Aslam, CEO & Artistic Director ”**

Bradford Literature Festival (BLF) is an annual festival and year-round cultural outreach programme that hosts local, national and international authors, poets, speakers, musicians and artists from Bradford, the UK and around the world. BLF is in the top three largest literature festivals in the UK and is the most diverse literature festival in Europe.

The Festival programme runs for 10 days in July each year, with a programme of over 750 events ranging from comics and contemporary culture to poetry and politics.

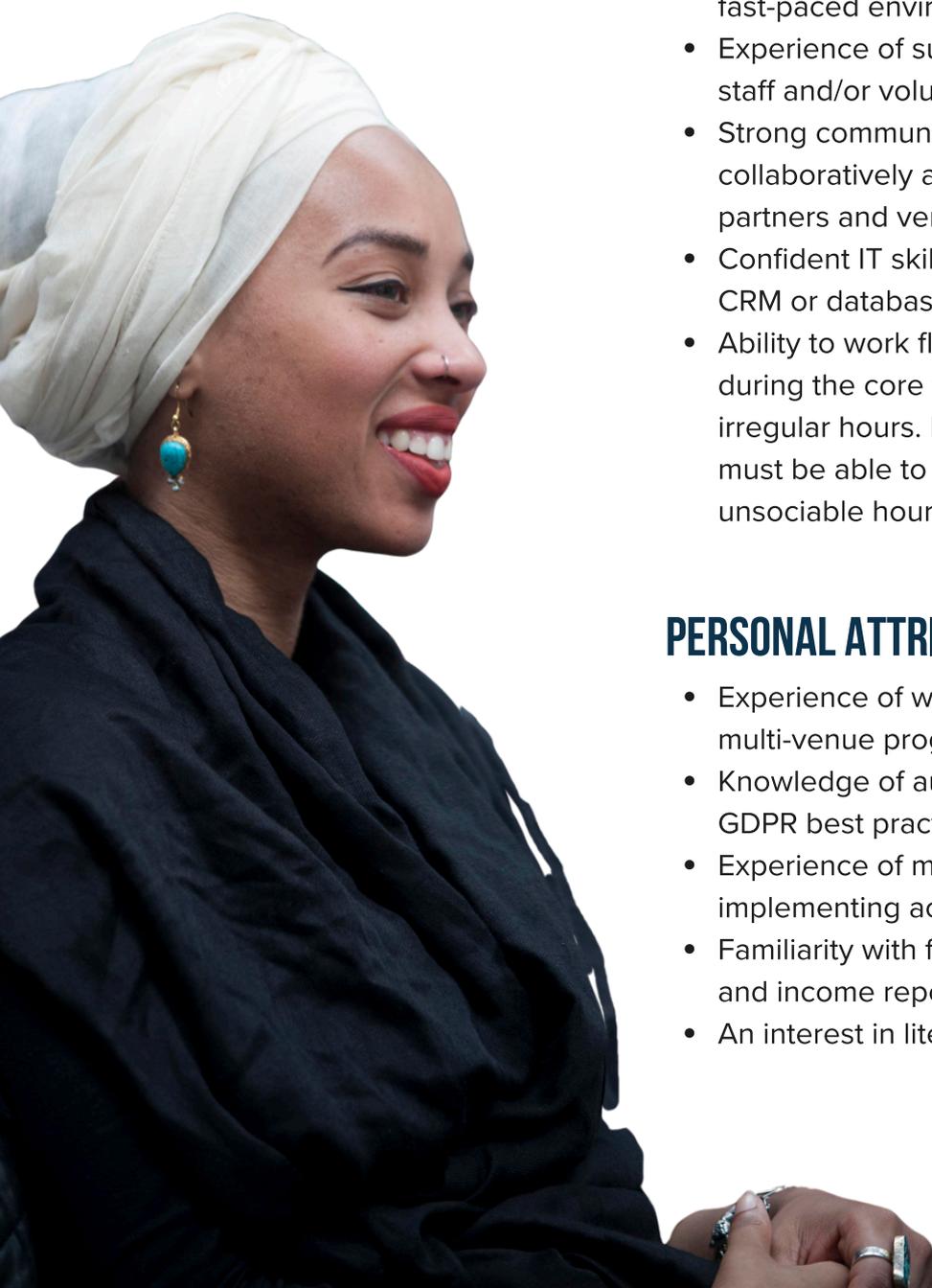
BLF has grown rapidly in size and popularity, engaging over 895,000 audiences including 322,000 children and young people since its inception. In 2025 alone, BLF's signature mix of topic-led events including author talks, world-class poetry, live music, film, theatre and more, attracted over 187,366 audiences – with 39,829 of these engaged via our Children & Young People (CYP) Programme.



## MAIN DUTIES & RESPONSIBILITIES

- Lead the day-to-day operation of the festival box office, ensuring a high-quality, efficient and welcoming service for all audiences across phone and in-person sales.
- Act as the primary point of contact for all ticketing enquiries, resolving customer queries promptly, professionally and with excellent attention to detail.
- Support and maintain the ticketing system, including event builds, ticket allocations, pricing structures, discount codes, and audience accessibility requests.
- Work closely with the Marketing team to ensure accurate event information, on-sale schedules, promotional offers and audience communications.
- Liaise with programme and production to ensure seating, ticket holds, access requirements and event changes are accurately reflected and communicated.
- Oversee box office income, reconciliations and financial procedures, ensuring compliance with internal processes.
- Recruit, train and manage box office staff fostering a positive, professional, knowledgeable and customer-focused working environment.
- Develop and implement customer service standards, ensuring all audiences receive a consistent, inclusive and accessible experience.
- Produce customer service analysis to inform future planning and audience development.
- Contribute to the continuous improvement of box office systems, processes and the overall customer journey through feedback and evaluation.





## PERSON SPECIFICATION

- Proven experience in a box office, ticketing or customer service management role, ideally within an arts, cultural or live events environment.
- Excellent customer service skills, with the ability to handle a high volume of enquiries in a calm, professional and welcoming manner.
- Strong working knowledge of a computerised ticketing system and confidence in managing event builds, allocations, pricing structures and sales reporting. Ideally Ticketsolve.
- High level of accuracy and attention to detail, particularly in relation to financial processes, data management and event information.
- Excellent organisational skills, with the ability to prioritise workload and meet multiple deadlines in a fast-paced environment.
- Experience of supervising, training or supporting staff and/or volunteers.
- Strong communication skills, with the ability to work collaboratively across teams and with external partners and venues.
- Confident IT skills, including Microsoft Office and CRM or database systems.
- Ability to work flexibly when required, particularly during the core festival period. Willingness to work irregular hours. During the weeks of the festival, must be able to commit to working longer and unsociable hours.

## PERSONAL ATTRIBUTES

- Experience of working on a large-scale festival or multi-venue programme.
- Knowledge of audience data management and GDPR best practice.
- Experience of managing access bookings and implementing accessible ticketing processes.
- Familiarity with financial reconciliation procedures and income reporting.
- An interest in literature, arts and cultural events.



## WE EXPECT ALL STAFF TO

- Develop an understanding of Bradford Literature Festival, its values and the benefits it brings to the Bradford District.
- Create a positive working environment, underpinned by the organisation's values.
- Act as a representative for BLF.
- Drive change within our sector by promoting inclusivity and equity through both our actions and our words.
- Foster a workplace culture that acknowledges and commends diversity and sustainability.
- Have a positive and enthusiastic attitude, while also possessing keen attention to detail and a strong dedication to both excellence and innovation.
- Be committed to promoting representation and inclusivity at all levels of the organisation, while demonstrating a proven ability to collaborate effectively with individuals from a wide range of backgrounds.
- Undertake relevant training and development as required.
- Be open to the opportunities to mentor, train and develop colleagues.
- Carry out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.



## OUR VISION

Our vision is to create a fairer society through access to high quality arts and literature for all.

## CONTRACT TERMS

Part-time then Full-time freelance contract.  
Competitive pay.

- 2 days a week from 20 April until 31 May.
- 4 days a week from 1 June to 26 June.
- Full-time for festival days, including weekends 29 June - 13 July.
- 14 July + 2 days

During the festival period, you will be expected to work evenings and weekends as required.

