



Stu Mayhew

## FESTIVAL.ORG Front of House Assistant Manager – Job Description

Throughout the year FESTIVAL.ORG delivers an ambitious programme of new productions and commissions. Committed to breaking new ground for outdoor arts in the UK and internationally, FESTIVAL.ORG's initiatives encompass in-house productions, residencies, investment in R&D, local engagement projects, new commissions and co-commissions.

Over the years FESTIVAL.ORG has delivered large scale productions and ceremonies, international outdoor theatre productions and co-productions, community engagement and

place-making projects as well as a wide range of commissioned and co-commissioned new work encompassing theatre, dance, circus, street arts and installation.

We are producing a spectacular winter light installation in central London from 11-22 December 2021.

Tasks will include (but not limited to):

- Onsite box office management and liaison with the onsite Production Manager
- Scanning audience tickets on entry
- Front of House tasks such as providing show and health & safety information to audiences
- Managing a team of 2-3 Box Office Assistants per shift
- Assisting the Events and Front of House Manager with staff scheduling
- Assisting the Events and Front of House Manager with email and phone enquiries

This role would suit someone who:

- Has some experience of managing casual staff
- Is keen and able to provide excellent customer service
- Has previous Box Office or Front of House experience
- Has experience of working in events, especially outdoor arts/festivals
- Is flexible, a quick thinker and a competent problem-solver
- Enjoys working as part of a team
- Is available between 11-22 December 2021
- Has working experience of Eventbrite Organiser

This role is paid at £12.00 per hour. This role is a freelance employment; you will be responsible for your own Tax and NI contributions.

Shift patterns are likely to be 4-10pm, with some office/remote-based admin as agreed with the Events and Front of House Manager.

We are committed to building a culturally diverse workforce and actively encourage applicants from a wide range of backgrounds.

Training will be provided.

**To apply:**

Please send your CV to [zoe@festival.org](mailto:zoe@festival.org) with a brief cover letter (maximum 250 words) outlining previous customer service and/or relevant experience, and why you are interested in working for FESTIVAL.ORG.

Please also note your availability between 11-22 December, and any access requirements you may have so that we can accommodate you.

Closing date for applications will be 5.30pm on 26 November 2021.