

Come and join the Festival team!



Box Office Supervisor,
IF: Milton Keynes International
Festival 2023
Job Pack

Festival Seasonal Box Office Supervisor

Freelance / short-term contract

£12 per hour

Background

IF: Milton Keynes International Festival was founded in 2010 and takes place every two years. It is produced by The Stables, one of the UK's leading music organisations and venues, based in Milton Keynes.

Creating unique and memorable experiences, the Festival is designed to encourage residents and visitors to see a different side to Milton Keynes. Presenting a world-class, multi-arts programme the Festival includes new commissions, site-specific and community participation projects, large-scale/outdoor and family events, concerts, theatre, dance, music and visual arts installations.

Engaging over a million people in six previous editions (2010 - 2021), the Festival takes place in locations across Milton Keynes, including parks, public squares, commercial and retail spaces, as well as in the online and digital realm.

The Festival is supported by Arts Council England and Milton Keynes Council, and also raises funds through trusts and foundations and partnerships with individuals and businesses.

The next Festival is scheduled for 21 – 30 July 2023.



The Role

We are looking for a Box Office Supervisor to support the Ticketing and Customer Relations Manager over the course of the 2023 Festival. The role is varied and fast-paced, working alongside a mixture of full-time staff and volunteers. Duties will include:

- Supervising the Box Office assistants, including training of volunteers on software, systems, health & safety and operational processes as well as break management and general administrative duties.
- Briefing all staff of any changes that may occur to events/performances in a timely manner.
- You will also be required to provide troubleshooting for the box office equipment on site, this may include ticket printers, laptops, card machines, networking issues and liaising with multiple sites to ensure the equipment is functioning to the best of its ability across IF:2023.
- Using the ticketing/CRM system to update and amend event set-ups, seating plans and other functions as required. This may include but is not limited to event information, accessibility information, ticketing offers, reporting and general sales.
- Dealing with customers on a face to face, email and phone basis. Handling and resolving customer complaints or escalating them as appropriate. Authorising refunds, exchanges in line with our terms and conditions. Issuing complimentary and artist guest allocations.
- Cash handling including ensuring cash is accounted for and taken to Festival Central at the end of the day.
- Being aware of sold-out events, cancellations and all ticketed events in general, and managing the administration to ensure customer communications are processed efficiently in accordance.
- Ensuring that the box office team provides an excellent customer experience at all times.
- Creating positive and collaborative relationships across the internal and external teams within IF:2023. Maintaining communications with colleagues from all departments to ensure a seamless customer experience.



PERSON SPECIFICATION

- Strong communicator, both verbally and written
- Experience of supervising staff, ideally across multiple locations but not essential
- Ability to work under pressure in a fast-paced environment and able to multi-task
- A problem solver with experience in resolving customer service issues and creating a positive customer experience/journey
- Experience of ticketing systems (Spektrix is desirable) and understanding the functionality of the system including selling tickets, admin and reporting alongside other packages within the box office
- Good basic knowledge of scanning, ticketing and other box office equipment
- Ability to motivate and support a team to create a positive, first-class customer service
- Brand awareness and ensuring the brand is portrayed in a positive light at all times
- Good basic knowledge of GDPR
- Professional, confident and enthusiastic with good interpersonal skills
- A flexible approach with the ability to adapt, and prioritise effectively
- Availability within Milton Keynes during the festival (21st – 30th July) plus potential days in the lead up to the festival



Terms of Engagement

Location:

The Festival base is Milton Keynes. There may be a necessity to visit Milton Keynes in advance of the Festival for training, site visits as required, this will be paid at the agreed rate of pay for the role.

Fees:

£12ph depending on experience and availability, timesheets will be filled in and submitted at the end of the festival and paid by The Stables

Hours:

This is a variable hours contract, estimated hours per day are 7.5hrs (1/2 hr is provided for lunch equating to an 8hr day), across 10 days.

How To Apply

Deadline for applications is Midday on Wednesday 24 May.

Please submit a CV with a covering letter that details your interest and suitability for the role with particular reference to how you meet the skills and experience required. Two references will also be required.

Submit your application by email to joana.cooper@stables.org or post to Joana Cooper, The Stables, Stockwell Lane, Wavendon, Milton Keynes, MK17 8LU.

If you would like an informal discussion about the role or have any access/support requirements, please contact Joana by email or phone on 01908 280828.

The Stables is committed to equality of opportunity in recruitment. We value a diverse team and welcome applications from all sectors of the community. We are committed to protecting your personal data. Our Data Privacy Policy for Applicants gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

Please see our Privacy Statement on our website (<https://stables.org/data-protection-policy-for-those-who-work-with-us>) for further information. The Stables Stockwell Lane, Wavendon, Milton Keynes MK17 8LU Registered charity number 1178665