

Come and join the Festival team!



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

Box Office Staff, IF: Milton Keynes International Festival 2023

Casual hours role, £10.42 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 number of casual box office team members to provide support to the Ticketing Services Customer Relations Manager and Box Office Supervisor in maintaining an efficient sales and promotions service. The post is offered as a casual, part-time role and is primarily intended to cover the 10 days of IF: Milton Keynes International Festival from 21-30 July.

The successful candidates must be available for all 10 days of the Festival and be able to work a number of shifts, both during the day and in the evening. There may also be the need for training and other ad hoc days in the build up to the Festival, these will be confirmed during the interview process.

N.B. This job description is designed to give you an overall view of the job and is not a definitive list of tasks.

PERSON SPECIFICATION

Principal Responsibilities

1. To undertake daily routine duties in the Box Office as directed by the Ticketing Services Manager including dealing with customer bookings whether by telephone, email, internet, and personal visits with payments by cash, credit card and voucher.
2. To deal with all customers (internal and external) in a friendly, courteous and patient manner, ensuring the highest standards in customer service and care at all times.
3. To be familiar with the contents of the Festival Programme and adhere at all times to the Festival and Stables booking procedures, and other procedures as notified by Ticketing Services Manager. Also to have a clear understanding and good knowledge of all events to ensure you can deal with box office queries regarding festival events in a timely and efficient manner.
4. To assist in the accurate maintenance of customer records on the computerised system (Spektrix) for all walk up customers, and collecting information as directed to assist with marketing promotions.
5. Cash handling and sales reconciliation knowledge, along with some basic knowledge of ticketing/event reporting (training on the current system will be provided prior to the post start date)
6. To respond to requests for information about events effectively and upsell/provide additional and relevant advice to promote the Festival and current events.
7. Undertake any other duties or responsibilities which may arise in relation to general Festival activities



Required Knowledge and Experience

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • Good level of education (passes in GSCE or equivalent) or relevant experience 	<ul style="list-style-type: none"> • GSCE Maths and English or equivalent
Job Related Experience	<ul style="list-style-type: none"> • Comfortable with basic computer software such as word / excel / email etc • At least one year's experience in a customer service environment, dealing with people in person and on the telephone 	<ul style="list-style-type: none"> • Box Office experience • Administrative experience including an appreciation of the requirements of simple financial accounting and balancing procedures • Experience of working in a marketing or sales environment
Personal Qualities	<ul style="list-style-type: none"> • Accurate and methodical approach • Confident telephone manner • Excellent customer care and problem solving skills • A good team player who can work on own initiative and work under pressure • An appreciation of sales opportunities and an aptitude for selling/upselling • Adaptability to changing needs, people, clients, IT systems and deadlines • An ability to contribute to good working relationships at all levels across the organisation 	<ul style="list-style-type: none"> • A commitment to promoting the arts in general
Other	<ul style="list-style-type: none"> • Flexibility of working hours – daytime, evening, weekends or as the role requires • Willing to undertake training 	<ul style="list-style-type: none"> • Current driving licence and own transport



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:

£10.42ph 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 – exact number of hours to be worked will be determined upon appointment depending on applicants' flexibility to fill available shifts.

How To Apply

Deadline for applications is Midday on Thursday 1 June.

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