

Canterbury Festival is currently recruiting

Marketing and Box Office Assistant

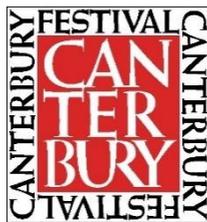
The search for an enthusiastic, flexible and organised individual to join the hard-working and friendly Festival team is on. If you are interested in this temporary position, please read the Job Description and Person Specification (below).

Company information

Canterbury Festival is Kent's International Arts Festival, the largest festival of arts and culture in the region, and one of the most important cultural events in the South East.

Revived in 1984, the Festival attracts an audience of over 65,000 people of all ages to free and ticketed events, drawn from across Kent, London and the South East. With over two hundred events in three weeks there is something to suit everyone from classical music to contemporary dance, comedy to circus with theatre, walks, talks, visual arts and much more.

The Festival takes place in venues across Canterbury. This year it will run from 15 October – 5 November. Further details about the Festival are available on our website www.canterburyfestival.co.uk.



Marketing and Box Office Assistant

Job Description

Purpose of the Role: To provide efficient and reliable support to the Festival's Box Office and Marketing Departments

Reports to: Marketing Manager

Key Responsibilities

1. Box Office

- Selling Festival tickets using the Festival's provider Ticketsolve and dealing with enquiries by email, over the phone and in-person
- Updating event details as required and emailing customers with event information
- Taking payments by cash and card
- Managing on the door ticket sales at events
- Producing attendee reports and analysing data when required

2. Communication

- Assisting with copy writing and sourcing information for local press coverage.
- Preparing and distributing event listings information
- Updating of Festival website's news and events pages
- Assisting with audience development
- Communicating with audience members in-person, over the phone and via email
- Dealing with customer enquiries

2. Publicity

- Management and distribution of publicity resources – posters, flyers, bollards
- Creating posters, flyers and digital assets for events as required
- Creating and scheduling social media content across the Festival's Facebook, Twitter and Instagram channels
- Drafting press releases
- Liaising with sponsors, partners and the media to help maximise the Festival's exposure
- Documenting the Festival as it happens. This will include supporting with the filming of events, posting to social media and interviewing artists

3. Events support & delivery

Contribute to the delivery of Festival events including, but not limited to -

- Front of House management of small venues during the Festival
- some ticket and programme selling, artist liaison and ushering as required
- dressing of venues, assisting with seat number labelling and displays

4. General

- Any other duties as requested and directed by the Marketing Manager

Person Specification

This is an intense, interesting and fun position for a flexible multi-tasker. During the Festival the hours are long and the Marketing Assistant will be required to travel on foot around the venues in Canterbury and get themselves home safely at night. Early mornings also feature!

The qualities of the successful candidate are likely to be as follows:

Essential

- Highly developed written and oral communication skills

- Previous customer service experience
- Good working knowledge of Word and Excel
- Accuracy and attention to detail
- Reliable and conscientious
- Flexible and proactive
- Enthusiasm for the Arts
- Interest in and knowledge of at least one of the arts forms featuring in the Festival

Desirable

- Ability to create digital content using packages such as Final Cut Pro, Photoshop
- Experience of managing social media accounts for a group, organisation or business
- Volunteering experience with Canterbury Festival or other arts organisation
- Marketing / events background

Summary of Terms

Tenure:	Short-term contract from mid July to mid November 2022,
Based at:	Festival Office, 8 Orange Street, Canterbury
Salary:	£9.50 per hour
Hours:	25 hours per week based around core office hours (9.30am-5.30pm, Monday – Friday) prior to the Festival launch. Hours will increase during the Festival dates with a fortnight of afternoon and evening work over weekdays and weekends.
Other:	This is a short temporary contract which will terminate in November 2022