

Job title	<i>Assistant Festival Administrator</i>
Salary	<i>£9300 pa</i>
Reports to	<i>Festival Administrator</i>

Job purpose

The Assistant Festival Administrator will provide administrative support for the successful delivery of Broadstairs Folk Week Festival in a timely, safe and efficient manner.

The Assistant Festival Administrator's line manager is the Festival Administrator.

Duties and responsibilities

Box Office

- Keep Folk Week box office systems up to date as bookings are made.
- Keep financial records of bookings.
- Liaise with Festival Administrator to order tickets
- Process Telephone ticket sales and sell tickets at Festival office and arrange for dispatch of Souvenir programmes.
- Be familiar with the Artistic Programme of Folk Week and be able to answer phone queries and process bookings

Administration of Morris sides Booking Procedures

- Liaise with Festival Administrator and Creative Director to administer the booking of Morris sides prior to Folk Week.
- Liaison with sides for payments and bookings.

Administration of Workforce

- Liaise with Festival Administrator for operational procedures and maintain database and records accordingly.
- Contacting previous workforce for applications, calculating and ordering workforce T shirts.
- Produce lists for booking in procedure and ensure bags are ready for collection.

Administration of Merchandise

- Liaise with Festival Administrator to create price labels, posters etc for sales points (co-ordinate with volunteer merchandising managers)
- Arrange distribution and collection of programmes and monies to retail outlets.

- Book minibuses for use during the festival period; assist with arranging radio and other appropriate communications for the week of the week of the festival.
- Assist with creating up to date signage

Artistes' contracts

- Liaise with Creative Director to check contracts, input data into ACT database.
- Chase artistes for publicity, accommodation details.
- Prepare arrival folders for campsite check-in with artistes' details and contacts.

Artistes' Accommodation

- Liaise with Creative Director to organise the timetable/allocation of artistes' accommodation and liaise with accommodation team to: organise change of bedding schedule, check on properties and ensure all rented properties have been left clean and clear.
- Liaise with Accommodation team for key cutting, key collection and administration at campsite.
- Assist with check in as and when required

Venues

- Assisting with producing information folders for venues used during festival and checking that they have first aid boxes, cash tins, posters and any other appropriate equipment and/or information in order to function effectively.

Craft Fair

- check applications for in-date insurance and risk assessment documents. Help produce trader packs ready to be sent out.

General

- Liaise with Festival Administrator to manage stationery, printers etc
- Liaise with Festival Administrator and Creative Director to produce documentation for festival customers
- Adhere to all legislative and regulatory requirements including for example, Health & Safety reporting, Equal Opportunities compliance.
- Any other reasonable duties as requested by the Festival Administrator, within the overall remit of responsibility for administrative support for the festival.

Person Specification

Key competencies	Essential
Knowledge	<ul style="list-style-type: none"> • Knowledge of good administration practice with appropriate qualifications in same. • Familiarity with managing database (working knowledge of ACT database desirable) • Proficient in the operation of Word/Excel and other Microsoft software
Skills and Experience	<ul style="list-style-type: none"> • Experience of providing administrative support for a small, not-for profit organisation • Excellent interpersonal skills, ability to communicate in a concise manner, particularly on the telephone.
Personal qualities	<ul style="list-style-type: none"> • An enthusiastic, motivated, 'can do' approach, with a particular focus on delivering the annual festival. • A commitment to the work of Broadstairs Folk Week. • Ability to establish strong working relationships with a wide variety of people and groups. • An ability to communicate with interest, integrity and tenacity. • Ability to work well under pressure in a busy environment, and within a small team, with excellent time management skills. • Demonstrable ability to work collaboratively with colleagues, stakeholders and volunteers. • Ability to be both self-directed and a team player. • Attention to detail and ability to see bigger picture. • Trustworthy in handling confidential data and personal information. • Flexibility to adapt to the needs of the festival as they develop over time. • Willing to work flexibly as needed, particularly in the weeks leading up to, and during the festival week.
Training and qualifications	<ul style="list-style-type: none"> • GCSE (grade C or above) in English and Mathematics, or Level 2 in numeracy and literacy. • Full driving licence is desirable, rather than mandatory, provided the travel requirements of the role can be met. • ICT skills in Microsoft Office and Sage accounting packages

Working conditions

As specified in the draft contract). Flexibility will be required around hours of work – the contracted hours per week averaged over the year is 18 hours per week, but the actual amount worked each week will vary according to the demands of organizing the festival.

Physical requirements

No specific physical requirements, although the role will require a significant amount of mobility during the festival week.

Direct reports

None
