



BOX OFFICE MANAGER

24TH BELFAST FILM FESTIVAL

FREELANCE CONTRACT

TITLE:	Box Office Manager
RESPONSIBLE TO:	Head of Marketing
DURATION:	Full Time for 7 weeks - 30 th September – 15 th November 2024 Hours will include evening work during festival 31 st October – 9 th November 2024.
LOCATION:	This position is office based at 23 Donegall Street, Belfast, BT1 2FF
FEE:	£3,800

KEY RESPONSIBILITIES

- Be familiar with the Belfast Film Festival ticket system – Eventive or have experience of using a similar online ticket system.
- To ensure the smooth running of the general operation of the BFF Box Office, including all ticketing and sales related activity, reporting, staff co-ordination and financial management.
- To co-ordinate the online content for BFF, give support with marketing and general festival duties.
- Assist in developing engaging content for the website and social media channels and assist Head of Marketing with other marketing and publicity related tasks.

TICKETING

- Administer all ticket sales/festival passes including telephone and in-person sales when required.
- Administer complimentary ticket requests as agreed with senior BFF staff.
- Process telephone sales calls relating to festival tickets.
- Liaise with all venues re: box office matters / capacity / sales where required.
- With attention to detail, input relevant customer data to the ticketing system when taking bookings.
- Actively up sell events that may be linked or in a similar category.
- Capture customer data / ensure temp staff capture data at all venues for walk-up audience.
- Input this data onto the ticketing system.
- Rush Line Offer.

PEOPLE

- Oversee the smooth running of the box office delivery during BFF24 31st October – 9th November 2024.
- In liaison with Head of Marketing coordinate box office rota for festival box office shifts.
- Ensure you and the box office assistants always give the highest level of customer care.
- Monitor and solve customer service problems.
- Liaise with relevant personnel where required e.g. programmers/finance.

REPORTING

- Provide regular sales reports to the director and wider staff team.
- Ensure feedback is gathered from audience/visitors, assisting in collection of marketing info.
- Create and manage customer survey distribution at events and the online post festival survey.
- Manage, record and analyse customer survey results.
- Produce end of festival box office figures and analysis of demographics as required. A sales report template will be provided and should be completed with specific information as detailed.

FINANCE

- Reconcile all sales transactions at the end of an event shift/next day and input DOOR SALES of each event through Eventive.
- Implement pricing concessions and promotions as directed.
- Deliver sales promotion plans.

- Experience of working in a box office in a festival, venue or a cinema.
- Experience of using a CRM software system, including ticketing and event set up
- Experience of delivering a high standard of customer service
- Experience of cash handling
- Knowledge of arts marketing
- Knowledge of GDPR and data protection legislation
- Ability to work both independently and with a busy team
- Strong numeracy and IT skills, with a proficiency in Microsoft Excel and Word.
- A confident, personable and friendly manner with a positive can-do attitude and ability to self-motivate.
- Excellent verbal and written communication skills
- Strong organisational skills, with ability to multi-task and prioritise workload effectively
- A genuine passion for the arts, live events and cinema and a keen interest in the work.