



Vacancy: Box Office Manager

We are looking for a fixed term freelance **Box Office Manager** to be part of our Belfast Film Festival 2026 delivery team.

To apply please submit an up to date CV and referring to the job description below tell us how you meet the requirements of this role. Please email your CV and cover letter to moyra@belfastfilmfestival.org by **Sunday 30th August**.

Role at a Glance

Job Title	Box Office Manager
Organisation	Belfast Film Festival
Reporting To	Head of Marketing
Contract Type	Freelance
Contract Duration	45 days (based on a 7-hour day + including evening work during the festival period)
Start Date	Monday 14th September 2026
End Date	Friday 20th November 2026
Festival Dates	Thursday 29th October – Saturday 7th November 2026
Location(s)	23 Donegall Street, Belfast BT1 2FF
Fee	5,040

BFF26 Box Office Manager

Job Description

KEY RESPONSIBILITIES

- Have experience using the Belfast Film Festival ticket system, Eventive or alternatively experience of using a similar online ticket system.
- To ensure the smooth running of the general operation of the 26th BFF Box Office, including all ticketing and sales related activity, reporting, box office staff co-ordination and financial management.
- This involves working with the wider BFF programming, marketing and events team as well as festival venues to ensure excellent communications and processes.
- Setting up of all events on the festival ticketing system prior to the festival programme launch, administering tickets, management of guest lists and overseeing the BFF26 Box Office Front Of House team.
- Assist Marketing team with other marketing, publicity related tasks and general festival duties where necessary.

TICKETING

- Administer all ticket sales/festival passes including telephone and in-person sales when required.
- Manage any special event guest lists as well as Festival pass holder lists.
- Work with Business Development and Marketing team to ensure delivery of ticketing partnerships, any agreed discounts and special offers through eventive.
- Administer complimentary ticket requests as agreed with senior BFF staff.
- 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.
- Reconcile all sales transactions at the end of an event shift/next day and record on ticketing system.
- Manage Rush Line System at events.

MANAGEMENT

- Oversee the smooth running of the box office delivery during BFF26 29th October – 7th November 2026.
- Oversee box office front of house team and coordinate box office rota for box office front of house team.
- Ensure Box Office FOH are familiar with cashing up and Sum Up machines and accurately record any door sales.
- Ensure highest level of customer care within team.

REPORTING

- Provide regular sales updates to the CEO and senior BFF staff.
- Ensure feedback is gathered from audience/visitors, assisting in collection of marketing info.
- Assist team with customer survey distribution at events and the online post festival survey.
- Produce end of festival box office figures and analysis of demographics as required and in liaison with Head Of Marketing.

Person Specification

ESSENTIAL CRITERIA

- Demonstrate good experience of managing a box office team or alternatively significant experience working within a box office team in a festival, venue or a cinema.
- Strong organisational skills and meticulous attention to detail.
- Excellent IT skills and experience of using a ticketing software system, including inputting events.
- Experience managing databases and spreadsheets to a high standard with a proficiency in Microsoft Excel.
- Confident communicator, both written and verbal, including managing correspondence professionally.
- Ability to remain calm, flexible and solution-focused under pressure, particularly during the festival itself.
- A collaborative team player who also works well independently.
- Willingness to work evenings and weekends during the festival period.
- Experience of cash handling
- Knowledge of GDPR and data protection legislation
- A genuine passion for the arts, live events and cinema and a keen interest in the work.

Further Information

- This is a freelance engagement for 45 days
- A standard working day is 7 hours (Total 1-hour unpaid breaktimes in the day, Lunch/coffee)
- 9:30 – 5:30 or 10 – 6pm
- During the festival hours will vary and will include late evenings and weekend working.

- The role is primarily based at the Docs Ireland office (23 Donegall Street, Belfast BT1 2FF) in the lead up to the festival period, with significant time across festival venues during the festival week.
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