

DUBLIN FRINGE FESTIVAL

Job Title: Box Office Manager
Reporting To: General Manager
Responsible For: Box Office operations, systems, staff, and sales activity

ABOUT THE ROLE:

Dublin Fringe Festival is a year-round artist support organisation that is a home to artists and a platform for brand new work across every discipline. It is a thriving community that celebrates bold ideas and brave performing arts every September, marking its 27th edition in 2021.

As Box Office Manager, you are a key member of our festival team. The primary role of this position is the installation and operation of the systems necessary to sell all tickets and associated products, performances and events and training and management of staff. You'll work closely with all other departments to ensure a cohesive strategy across all ticketing and sales efforts. Your job is tactical and enterprising. You connect artists with audiences. You will build a strong team of box office staff and work with volunteers to advance Fringe's brand as a much-loved festival and engine room for new artistic experiences. Reporting to the General Manager, the successful applicant will be expected to maintain a high standard of excellence in all contacts with patrons, visitors and stakeholders.

Within this role, you will execute the strategy of creating and defining the ticket sales system. You will work with the team to communicate the festival programme, sell tickets, talk about the incredible artists we work with and how we connect with intrepid audiences. Dublin Fringe Festival presents brave, bold, joyful and rule-breaking work each September; our relationships with audiences reflects that.

We want you to put your stamp on Fringe. You'll take initiative, work closely with the staff to lead the ticketing and concessions policies and procedures and contribute to the life of Ireland's most exciting arts festival. You'll do it alongside one of the most skilled, dynamic, supportive and hard-working teams in Ireland.

ABOUT DUBLIN FRINGE FESTIVAL:

Dublin Fringe Festival is home to bold ideas, brave performing arts and adventurous audiences. Fringe is a curated, multi-disciplinary festival and year-round organisation focusing on fresh and innovative approaches to the arts from Irish and international makers.

Ireland's largest multi-disciplinary arts festival and operator of the year-round artist support centre Fringe LAB in Temple Bar, Dublin Fringe Festival supports artistic vision, ambition and excellence across a range of art forms and offers supports, resources, space, time and professional development to the Irish independent arts sector.

The scale and environment of the festival broadens arts participation, introducing artists and audiences and playing a pivotal role in the fabric of Dublin and Irish cultural life. Dublin Fringe Festival is a platform for the best new, emerging Irish arts companies and a showcase for the finest international contemporary performing arts. For artists, Fringe facilitates opportunities to innovate, to cross boundaries and strengthen the conditions in which they work. For audiences, Fringe is the place to discover meaningful, exciting and unforgettable cultural experiences.

fringefest.com

What the job entails:

The efficient and comprehensive management of box office systems, accounts, and staff and will assist our collective goals of:

1. Generating increased paid attendance, with a particular focus on advance sales, of the full range of events on the Fringe programme.
2. Encouraging public interest and enthusiasm for the Fringe through friendly, helpful and reliable staff assistance.
3. Continuing to reinforce the image of the Fringe as a professional, trustworthy operation.

Administrative & Technology

- Oversee the transition to a new ticketing system:
 - Designing and building the new system to include venues, concessions, individual giving schemes, website integration, and marketing campaigns in collaboration with the Marketing Manager.
 - Working with the General Manager to develop all policies and procedures for the system.
 - Implementing the new system through documentation and training.
- Work with all members of staff to ensure that office and administrative systems work efficiently and effectively.

Box Office

- Build the box office system within the guidelines with special attention to the details of each venue and production.
- Manage all satellite box offices and setup;
- Hire and train box office staff, based on budgetary guidelines established with Festival management.
- Consistently deliver high levels of customer service with responsibility for answering or responding to all telephone calls when on shift, processing bookings and dealing with enquiries.
- Manage the weekly Box Office rotas ensuring maximum service is maintained.
- Liaise with venues and companies to establish ticket allocations, coordinate arrangements for ticket collection, and secure final attendance reports.

- Ascertain the proper allocation of complimentary and house seats for each production and work with them on the booking process providing training and guidelines.

Takings and Budgets

- Ensure end-of-day reconciliation between till transaction summary and the Festival's online ticketing system reports, weekly close-out on a show-by-show basis of ticket sales activity, and end-of-Festival final transaction reports.
- Accurately handling, reconciling and balancing all cash and credit transactions daily.
- Achieve targets as agreed with the Festival Director and General Manager.
- Ensure takings are banked daily, adhering to safe insurance limits and cash handling procedures.
- Work with General Manager and Bookkeeper to reconcile all sales and venue allocations for each production at the close of the Festival.

Marketing

- Ongoing reporting to Festival management to confirm various marketing details and deals, e-mail list requests, etc.
- Ensure all customer data is captured uniformly and maintain the integrity and confidentiality of all data.
- Oversee Box Office ticket allocation including Press, Friends and VIPs as required, monitoring complimentary ticket allocations.

General

- Maintain excellent communication between the Box Office and Festival Management team.
- Provide a comprehensive, customer focused ticketing and information service that is professional, informed and welcoming, as an initial point of contact for enquiries.
- Work with the ticketing system to ensure timely and efficient processing of individual and group bookings, advance bookings, enquiries and ticket sales through all sales channels and payment methods.
- Adhere to staff policies and procedures, as set down in the staff handbook.
- Abide by, support and implement the Festival's Health & Safety Policy, and ensure that all members of Box Office staff are familiar with and comply with emergency and safety procedures.

Person Specification – What You Bring to the Role

Essential

- A friendly, enthusiastic, professional and welcoming customer focused approach to sales.
- Strong IT skills and comprehensive knowledge of ticketing systems.
- Experience of working in / supervising box office operations and staff.

- Proven experience in delivering an exceptional standard of customer service in a high-volume environment to a diverse range of customers.
 - Strong financial management skills and an understanding of budgetary control and management.
 - Excellent organisational and administration skills and the ability to handle a busy workload at peak times.
 - Rigorous attention to detail. You take pride in never missing a beat.
 - Excellent interpersonal skills, with experience of dealing with customers both in person and on the telephone and a proven commitment to high levels of customer service.
 - Self-motivated with an ability to multitask and manage time and workload effectively under pressure.
 - Ability to work effectively and collaboratively as part of a team.
 - Willingness to work irregular and flexible hours as required.
 - A passion for connecting artists and audiences.
- You must have legal status to work in the Republic of Ireland.

Desirable

- Experience working with Ticketsolve box office system.

Terms and conditions of employment

- The position is a fixed contract full-time, five days per week from Monday 5th July to Friday 1st October 2021. **Salary offered is €650 per week.**
- All staff have access to the Workplace Wellbeing Programme.
- The normal working day is 10am to 6pm, however it is understood that throughout this term you will be expected to work such hours as are necessary to support the workload in question, with the flexibility to adjust your schedule according to your needs. You will be expected to work weekends, including Sunday, during Festival time.
- The position is based primarily at Fringe HQ on Sycamore Street in Dublin 2. Please note, Dublin Fringe Festival staff are currently working from home due to Covid-19 public health guidelines.
- Holiday entitlement is not available for the duration of this contract.
- You will remain available by phone throughout the term and will establish a procedure for daily check-in with Festival management and box office staff (in advance of the standard close of business-day) for the period running from the Launch through the close of the Festival.
- Appropriate out-of-pocket expenses (including transportation/taxis, etc.) incurred on behalf of the DFF are considered exclusive of professional fees and will be reimbursed at direct cost upon presentation of receipts or appropriate supporting documentation on a 'Net 30 day' basis. This budget will be agreed in advance.

HOW TO APPLY

Applicants are invited to submit:

- A CV outlining relevant experience for the role.
- A cover letter which must outline the skills and qualities you would bring to the role (max 2 pages);
- You should indicate the names and positions of two referees relevant to your application. Contact details are not necessary at this stage but names and positions held are required.
- Applications should be emailed to [**recruit@fringefest.com**](mailto:recruit@fringefest.com) by 5pm on May 20th 2021.

Schedule:

1. **Application closing date:** Thursday, 20th May 2021 at 5pm
2. **Interview date:** Week of May 27th 2021
3. **Intended start date:** Week of 5th July 2021

Dublin Fringe Festival is an equal opportunity employer and welcomes applications from all sections of the community. Dublin Fringe Festival is committed to a diverse workplace, and to supporting our staff with ongoing career development opportunities. We particularly encourage applications from members of groups who are underrepresented in the cultural sector. Black people, People of Colour, people with disabilities, members of the Traveller community, LGBTQ candidates and candidates of all gender identities are actively encouraged to apply.

For further information about Dublin Fringe Festival, FRINGE LAB and our previous programme information, please see [**fringefest.com**](http://fringefest.com). If you wish to contact us for an informal discussion in confidence, please contact [**recruit@fringefest.com**](mailto:recruit@fringefest.com) with your questions.

Dublin Fringe Festival is core funded by the Arts Council / An Chomhairle Ealaíon and Dublin City Council.