

Post:	Office Assistant (1 position)
Contract:	Seasonal, 12.4 weeks (22 July – 15 October 2019)
Hours:	Usual office hours 10am – 6pm, Monday – Friday, with one hour off for lunch. 48 hours in a 6 day week during the 3 week festival period, 26 September – 13 October
Remuneration:	€19,760 per annum pro rata
Reporting to:	Assistant General Manager
Location:	Festival House, 12 Essex Street East, Temple Bar, Dublin 2

### **Background**

Dublin Theatre Festival was established in 1957. We aim to be the leading festival of contemporary theatre in Ireland, presenting excellent work by local and international artists to a diverse, engaged and growing public.

The next festival will run from 26 September – 13 October 2019.

### **Purpose and Scope of the Post**

The Office Assistant actively coordinates the daily running of the festival reception and front office during the festival period. Responsibilities include reception duties, management of office spaces, administration of the festival's communication systems, and administrative support. The Office Assistant supports and coordinates office and facilities management including ensuring all stationery and building supplies are monitored and replenished efficiently. The Office Assistant supports the Box Office team with over the counter ticket sales and supports all sales and promotional campaigns. The Office Assistant reports to the Assistant General Manager and ultimately to the General Manager of Dublin Theatre Festival.

### **Duties and Responsibilities**

The Office Assistant will work in conjunction with the Assistant General Manager in the following areas:

#### Front Office/ Reception

- Reception duties (first point of contact for phone and e-mail enquiries and for visitors to the building) maintaining a highly professional and helpful attitude towards serving the public
- Managing the post, couriers and other service providers.
- Administrative duties such as maintaining staff manuals, producing and amending documentation etc.
- Maintenance of audience databases/lists.
- Maintenance of the physical Festival offices; duties include ensuring the premises are clean, tidy and that all fixtures and fittings are maintained, liaison with building service providers – cleaning and security companies
- Office management including ensuring all stationery and building supplies are monitored and replenished efficiently
- Coordinating meeting set ups
- Maintaining festival policy of Environmental Awareness and ensuring energy efficiency in the building and promoting continuous recycling

- Maintenance of office communications systems; liaison with phone, and IT system support companies according to the needs of the festival
- Runner duties as required.

The Office Assistant will work in conjunction with Box Office management in the following areas:

#### Box Office Sales

- Process over the counter ticket sales during the Festival period
- Process Membership sales and Friends bookings during the Priority Booking Period
- Attention to training and information manuals to gain an excellent working knowledge of the box office ticketing system (Spektrix)
- Daily reconciliation of computer till and balancing of cash floats at the end of the day
- Assist the Box Office team in all sales and promotional campaigns.

#### Other

- Awareness of health and safety issues within the work environment
- At the conclusion of the festival provide written feedback on strengths and weaknesses and ways of improving systems for the following year

### **Person Specification**

Essential skills and experience:

- Strong interpersonal skills with a focus on customer service
- High level of literacy, communication and organisational skills
- Computer literacy and knowledge of Microsoft Office packages, especially Word and Excel
- Ability to work in a constantly busy work environment with a high level of time and stress management
- Ability to manage several tasks and projects simultaneously

Desirable skills and experience

- Previous front office /reception experience
- Previous box office/ sales experience
- Previous festival experience
- Interest in the arts

### **Skills and personal qualities**

The key qualities sought are:

- Ability to work in a dynamic and fast paced environment
- Organised, structured and systematic in work
- Strong attention to detail
- Resourcefulness and initiative
- Team player
- Fluent English

### **Type of Contract**

Seasonal and temporary. 12.4 weeks (22 July – 15 October 2019)

Usual office hours 10am – 6pm, Monday – Friday. 48 hours in a 6 day week during the 3 week festival period, 26 September – 13 October

### **Probation**

A probation period of three weeks will apply from the start of the contract.

**Holidays**

The Office Assistant is entitled to 4 days leave for the duration of the contract. Requests for leave will be considered, taking into account the busy nature of the festival period. Leave must be scheduled and approved by your line manager prior to commencing your contract. Unused holiday entitlement will be paid at the end of contract in accordance with current employment legislation.

**Remuneration**

The salary for this post is €19,760 per annum pro rata

**Application Process**

Applicants are invited to submit:

- A detailed Curriculum Vitae outlining all relevant experience
- A letter of application indicating why you are interested in the role
- Contact details for two professional referees

**Submissions**

Applications will be accepted by email only and should be submitted to [recruitment@dublintheatrefestival.com](mailto:recruitment@dublintheatrefestival.com)

**Closing Date**

The closing date for receipt of all applications is **noon on Wednesday 5 June.**

**Interviews**

Interviews will be held in Dublin on **Wednesday 19 June.** Applicants selected for interview will be expected to make themselves available on this date.

**Confidentiality**

Dublin Theatre Festival acknowledges applicants' need for privacy and will take all necessary steps to ensure all applications and interviews are handled confidentially.

**Further Information**

Enquiries in strictest confidence to Dearbhail O'Sullivan, Assistant General Manager  
[dearbhail@dublintheatrefestival.com](mailto:dearbhail@dublintheatrefestival.com)

Dublin Theatre Festival is an equal opportunity employer and welcomes applications from all sections of the community. Dublin Theatre Festival is funded by the Arts Council.