

BOX OFFICE ASSISTANT

Type of contract:	Fixed Term - Temporary Contract
Salary:	£12.30 per hour Meals in the staff restaurant during the festival
Hours of work:	Approx 20 - 30 hours per week rising to full time during busy periods, some Saturday working will also be required. The post will commence approx. Jan 8 th 2025 and you must be available for the entire duration of the festival period, May 22 - June 1, when the hours of work will be longer and include some early starts and/or late finishes.
Reports to:	Box Office Supervisor
Holidays:	25 days per year pro-rata and public holidays
Location:	Hay Festival offices, The Drill Hall, Lion Street, Hay on Wye, HR3 5AD and Hay Festival site, Dairy Meadows.

Overview

Hay Festival Foundation Limited is a UK registered charity that was founded in Hay-on-Wye in 1987 and brings together writers, artists, thinkers and performers from around the world, to share their ideas and creativity, across festivals, forums and digital platforms

Hay Festivals celebrate great writing from poets and scientists, lyricists and comedians, novelists and environmentalists, and the power of great ideas to transform our way of thinking. We believe the exchange of views and meeting of minds that our festivals create inspire revelations personal, political and educational.

Summary

The Box Office Assistant provide a high level of customer service in person, by telephone and by email to all visitors and artists to maximize ticket sales. They work closely with all members of the team to welcome audiences, provide excellent customer service and ensure that the Box Office provides up to date information to visitors to Hay Festival.

Main Duties

- Using our bespoke Box Office system to sell tickets and membership.
- Maintain, edit and update customer records in accordance with data laws and regulations

- Answer queries from the general public, over the phone, on email and face to face providing excellent customer service
- Assist customers with their accounts, and any problems they may have navigating the Hay Festival website.
- Provide customers with up-to-date information about travel, accommodation and parking and recommend services available through our official partners
- Help train and supervise new staff during the festival period.
- Act as a principle point of welcome to the Hay Festival.
- Offer the highest levels of customer service in person, by telephone and by email to all visitors and artists.

General

- To uphold the highest standard of customer service.
- To act always in the best interest of The Hay Festival.
- To always act in accordance with Hay Festival box office policies and protocols.
- To be welcoming and provide excellent customer care to all visitors to the Hay Festival.
- Create and maintain professional relationships with other members of staff.
- To adhere to all Hay Festival policies, including Equalities (including diversity, access, equal opportunities) and Environmental policies and actively adhere to the Hay Festival Health and Safety policy.
- Undertake other duties as requested by the Director or Box Office Manager.

Person Specification

Essential

- Customer service experience
- Strong IT skills with excel and data management experience – training will be given in our software
- Confident communicator in person and on the phone, with strong interpersonal skills
- Calm and patient with the ability to stay focused in a busy environment
- Highly organised & adept at time management
- Sales orientated skills
- Possess a good attention to detail
- Adaptable & Flexible
- Enthusiastic learner

Desirable

- Experience within the events industry or charity sector

Hay Festival strives to be a diverse and inclusive employer. We value difference and recruit by merit based on fair and open competition and welcome candidates from all backgrounds. We

particularly encourage applications from people or social groups that are currently underrepresented in the creative industries.