

# Festival Assistant Job Description

The volunteer Festival Assistants are responsible for the provision of **ushering, box office duties and promotion** services during the festival.

## **Key personal attributes, skills, and experience:**

- Well presented, approachable and pleasant manner
- Enthusiastic and proactive attitude
- Calm, patient and organized to ensure accurate record keeping, efficient service and a safe venue
- Diplomacy and creative and constructive thinking to find solutions to problems quickly and safely without compromising the reputation of the Fringe.
- Superb team working abilities and a 'can-do', 'will-do' attitude.
- Confidence to work independently and take on responsibilities within a venue
- Excellent timekeeping and sense of urgency when working to ensure the festival schedule is adhered to
- Excellent interpersonal skills in order to develop good working relationships with fellow assistants, venue technicians, local venue staff and visiting companies
- An interest in creative arts

## **Key Responsibilities:**

- To meet and greet audience members efficiently and politely, and provide advice and guidance about the festival's activities in a friendly, efficient manner
- To provide an effective, efficient and courteous box-office counter service within the theatre foyer for customers buying tickets
- To check tickets at the theatre door and keep an accurate count of people in the venue

- To use box office systems correctly, keeping an accurate record of all sales.
- To accurately handle takings during the shift and cash-up at the end of the day
- To liaise with each company after their performance to sign off the ticket sales report
- To be familiar with each venue (bar facilities, emergency exits, toilets etc)
- To clear the theatre of audience members promptly between shows and make sure it is tidy for the next performance
- To liaise closely with the venue technician regarding specific ushering requirements for each show
- To ensure that all venues are neatly and fully stocked with posters, fliers, programmes etc
- To exit flyer as audiences leave venues
- To liaise with companies to ensure their printed materials are displayed across the venues

**General:**

- To inform festival associates with as much advance notice as possible if you are unable to fulfill a shift due to illness
- To arrive on time and in a fit state to carry out your FOH or Street Team duties. No drinking or consumption of illegal substances on shift will be tolerated.
- To attend the compulsory training session before the festival
- To attend and contribute to the festival de-brief
- **To have fun!!!**

