

Position Title: Just Festival Operations Manager

Length of contract and terms

Dates: 18th June 2018 – 31st August 2018

Total Value of Contract: £4,320 (£10.00 ph)

Working Hours: 432hrs in total: June 48 hours, July 144 hours, August 240 hours

Work location: 5 Upper Bow (Just Festival office), St John's Church (Festival Venue)

Resources: Non-exclusive use of suitable office space and stationery shall be provided. You must provide your own laptop, mobile phone and any other equipment required by you to perform your role.

Reporting to: Just Festival Director and Just Festivals Board of Directors

Overall responsibility

To support Just Festival Director in programme delivery and box office management; to manage volunteer programme and front of house activities.

Key Tasks and responsibilities

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Key Tasks and responsibilities

Overall responsibility

- Recruit and manage 20-30 Scotland-based volunteers to support Just Festival events between 3rd & 26th August 2018
- Recruit and manage volunteers 2-3 in key roles from July to the end of August.
- Manage daily box office and front of house activities
- Liaise with other team members, incl. Festival Director, Communications Coordinator, Sound and Lighting Technician.

Key Tasks:

Pre-August Task

Volunteer Programme

- Recruit volunteer assistants to help with the coordination of volunteers during the Festival.
- Recruit, interview (with informal chat) and select volunteers from a diverse range of communities, backgrounds and faiths.
- Identify new volunteer opportunities.
- Update volunteer handbook, policy and volunteer certificate.
- Create and run volunteer induction and training days at the start of August and when new volunteers arrive. These should ensure that clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel.
- Develop a volunteer programme of team-building and developing activities e.g trips to a local Mosque, social events, talks, workshops.

August Festival Tasks

- Manage and coordinate the volunteer rota.
- Communicating with the other Festival Managers to ensure that Box Office, Front of House, spaces have enough volunteers to operate.
- Communicating with venues across Edinburgh to coordinate volunteer attendance and roles for external just Festival events with event partners.
- Ensuring that volunteers are motivated and occupied in either Festival roles or volunteer programme activities.
- Find and address volunteer complaints and issues as they arise, informing other members of staff if appropriate.
- Create a team and homely, safe atmosphere for volunteers to be able to share and express themselves.
- Help organise end of Festival party for staff and volunteers
- Work within limited budget, accounting for expenses to the Director and handling volunteer petty cash.
- Collect and collate volunteer evaluations
- Encourage volunteers to take photographs and videos and then collate them, in conjunction with the media team.



- Ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering.

Box Office Management

- Set up box office facilities for online and in-house ticket sales and refunds;
- Prepare and run box office training;
- Recruit and manage Box Office Assistants;
- Collate and record daily sales data;
- Prepare a final sales report.

Front of House Management

- Prepare and run FoH training;
- Record daily headcount stats;
- Oversee distribution, collection and tallying of event evaluation sheets;
- Record donations on a daily basis;

General duties

- Liaise with the venue managers and staff members;
- Liaise with St John's Manager and St John's Café staff;
- Liaise with performers and programme contributors;
- Ensure the site is presentable.

Desirable experience and competencies

- Previous experience in events industry environment
- Previous experience in box office and front of house management
- Excellent organisation skills and the ability to carry out a number of tasks at the same time
- Good communication and 'people' skills
- A creative approach to problem-solving
- A high level of attention to detail
- The ability to work under pressure and meet tight deadlines
- Good online marketing skills
- Budget awareness
- Administration and IT skills
- The ability to work as part of a team and also use your own initiative
- Enthusiasm, motivation and a positive attitude
- Alignment with principles and values of Just Festival.

[Application Process](#)

Apply with: CV and Cover Letter to be emailed at info@just-festival.org. Incomplete application will not be considered.

Closing date: 12noon, 1st June 2018

Interviews: w/c 4th June 2018 [Central Edinburgh]

[About Just Festivals](#)

Just Festival events aim to challenge perceptions, celebrate differences and promote respectful dialogue. The conversations, talks, exhibitions and performances which constitute Just's annual programme are designed to engage with topical local, national and international questions of social justice, equality and identity, including prejudice against race, ethnicity, class and economic status. Just explores these issues by creating safe spaces for dialogue and exchange between affected groups and individuals, invited experts, practitioners, community-based organisations, socially conscious performing arts groups and the general public. This multi-dimensional, multi-stakeholder approach encourages creative engagement with important societal questions from a variety of angles and perspectives with the aim of reducing religious, political and social intolerance. Just Festival relies on volunteers who share a commitment and enthusiasm for our work in cross-cultural relationship building and peace-making. Volunteering for Just Festival should be an enjoyable personal development opportunity that is satisfying, challenging and ultimately rewarding.

