



<b>Job Title</b>	Box Office assistant
<b>Hours</b>	15-20 hours a week, June to September 9-2 pm daily
<b>Location</b>	Henley-on-Thames
<b>Reporting to</b>	Festival and Office Manager
<b>Ideal start date</b>	Early June 2024
<b>Salary</b>	£12 per hour

We are looking for a Box Office assistant to support our Festival and Office Manager. The role will involve being based in our central Henley-on-Thames office 3 to 4 days (9-2pm) a week from June – September, assisting with pre festival ticket sales, customer liaison and other administrative tasks.

### About Henley Literary Festival

What started as a few talks over a weekend in 2007 has grown in to one of the country's most established Literary Festivals. Now in its 18th year, the Festival runs for a full nine days across three venues around the town, hosting around 120 events each year, not including our year-round Pop-up programme of events in the town.

The programme is hugely varied and our adults and children's programmes encompass a wide range of events covering fiction and non-fiction on everything from music, science, sport, history, politics, food and drink, travel, health, fashion, current affairs and much, much more! Over the years our audiences have seen Prime Ministers, Booker winners, Brit winners, a Princess, an Astronaut, an Archbishop and Chief Rabbi, alongside Olympians, Oscar-winners, Rock & Roll Hall of Famers, Great British Bakers and international bestsellers among our stellar line-ups.

In 2023, we had a record-breaking year with over 23,500 tickets sold to our events featuring names such as Theresa May, David Walliams, Elif Shafak, Clive Myrie, Judy Murray, Jacqueline Wilson, David Baddiel, Stephen Mulhern, Sebastian Faulks, Clare Balding and many more.

## Job Description

The role will include but not be limited to:

- Supporting the Festival and Office Manager with telephone and in-person tickets sales
- Answering customer queries via email, telephone and in-person
- Supporting the Festival and Office Manager with the organisation of the Festival volunteers
- Supporting the Festival and Office Manager with the preparation of the festival venue boxes
- Supporting the wider festival team with administrative and logistical tasks

Personal specification:

- The ideal candidate will be a self-starter with a very can-do attitude to fit in with our small but fast-paced office environment
- Outstanding communication skills and the ability to create positive and beneficial relationships
- Confident with the general public
- Previous administrative experience, knowledge of Microsoft Office and Google Sheets would be advantageous
- An interest in events

### How to apply

Please send your CV and a brief covering letter by 19<sup>th</sup> April at 12pm explaining why you want to apply for the role to [Saskia@henleyliteraryfestival.co.uk](mailto:Saskia@henleyliteraryfestival.co.uk) using "Box Office Support" as the subject title in the email.

Interviews will be arranged the week commencing 29<sup>th</sup> April.

We are committed to creating a festival that is diverse, celebrates a rich tapestry of voices and perspectives, and appeals to everyone. This also applies to our workplace.

*Please note that due to the high volume of applications we receive, we may not be able to personally contact every applicant. If you do not hear from us by 25<sup>th</sup> April please assume that your application has not been successful on this occasion. We appreciate your understanding and interest in joining our team.*