



An Táin Arts Centre

An Táin Arts Centre is an independent arts space in Dundalk, Co. Louth. We are a venue with two theatres, a gallery, artist studios, a production house, a meeting point for creatives, a supporter of artists and a home for the arts in Dundalk.

Supported by Louth County Council and The Arts Council, An Táin Arts Centre houses a 350 seat main theatre, a 55 seat studio theatre, a visual arts gallery, two workshop spaces and supports Bó Studios artist studio in the heart of Dundalk. Our programme is a diverse collection of local arts, national tours, workshops, exhibitions and in-house productions.

The Front of House Officer & Marketing Officer is a key member of An Táin Arts Centre's team. This is a fixed-term, full-time contract for two years, with varied hours including evening and weekend work. There is a six-month probation period.

Title: Front of House Officer & Marketing Officer

Reporting to: Director/CEO & Audience Development Manager

Summary:

To provide Front of House and Marketing services for An Táin Arts Centre. To manage ticket sales through the ticketing system and act as a reception point for the organisation, dealing with customer enquiries, and providing a high level of service to all An Táin Arts Centre visitors. To carry out front of house duties, coordinating and supervising volunteers, liaising with visiting companies, and ensuring the smooth running of all events and activities. To assist in the marketing of the venue, including group sales, website maintenance, design work and liaising with visiting companies and press in relation to upcoming events. To manage bar sales during events, ensuring customers receive a friendly, efficient and courteous service. Supporting the Audience Development Manager on marketing and communications activities.

The role requires a motivated and flexible person who can develop, maintain and deliver the highest standard of customer service. The candidate should be methodical, well organised and have the ability to manage multiple priorities simultaneously. They will need to take ownership of their role and be responsible for their own work and actions, recognising the impact that these have both internally and externally.

It is important that the right candidate is able to forge good working relationships, contributing to a positive working environment, and demonstrating a collaborative working ethos required in a small busy team, thereby understanding how their role contributes to the organisation's success.

JOB DESCRIPTION

Responsible to: Director/CEO & Audience Development Manager

Key Responsibilities:

Marketing

Supporting the Audience Development Manager in marketing and communications activities such as email newsletters, creating social media posts and issuing press releases.

Working with the Management team on the creation of the printed programme

Liaising with companies and artists on marketing materials

Maintaining An Táin Arts Centre's website using Wordpress and HTML, including image sourcing and resizing, and inputting and updating event details, prices, location, discounts and other information.

Designing posters, flyers, invitations, advertisements and other marketing materials using Photoshop, Canva and liaising with printers to ensure quality and on-time delivery.

Updating local and national online news and event sites regularly.

Box Office

Acting as a reception point for the organisation and dealing with all customer enquiries in a timely manner.

Dealing politely and efficiently with members of the public at all times, maintaining high standards of customer service.

Managing ticket bookings and queries over the phone and at the counter. Administration of all phone and online bookings, printing tickets and preparing for collection.

Ensuring all tickets sales adhere to An Táin Arts Centre policies, including those regarding access, children, exchanges and refunds.

Keeping up to date with all show and performance information, marketing offers and sales details to inform customers effectively of all events.

Maintaining the ticketing system (TicketSolve), including customer database management, inputting and updating event details, prices, location, discounts and other information.

Making sure all box office equipment is kept in good working order, and ensuring the efficient stock control of tickets, envelopes, receipt rolls and other consumables.

Responsibility for the cash count at the start of every shift, and the cash and credit card reconciliation at the end of every shift.

Ensuring the Box Office and foyer promotional displays and information are tidy and up to date.

Bar

Dealing politely and efficiently with members of the public at all times, maintaining high standards of customer service.

Ensuring the bar and surrounding areas are maintained to a high level of cleanliness. Ensuring that hygiene standards are maintained.

General

Representing An Táin Arts Centre at local and national events.

Being knowledgeable of building facilities and all upcoming events and productions.

Attending all training and professional development sessions.

Adhering to all fire, health and safety procedures to minimise the risk of injury and accidents.

Adhering to all staff work practises, rules and regulations.

Terms and Conditions

- Salary: €26,000-€31,000 (commensurate with experience)
Fixed 24-month contract, with 6 month probationary period.
- 35 hours per week
- Holidays: 20 days p.a, plus 9 days statutory Bank Holidays (pro rata). This will be calculated pro rata in the first year depending on the start date.
- Location: Primarily in An Táin Arts Centre. Some work may be off-site
- Regular evening and weekend work will be required.

How to apply:

Letters of application are to be accompanied by an up-to-date CV and the names of two referees. Email your application to **paul@antain.ie**

Application Deadline:

Wednesday 25th September 2024 (by 5pm)

Interviews:

Thursday 3rd October in An Táin Arts Centre