



IFI Box Office & Front of House Manager - Job Specification

About Irish Film Institute

The Irish Film Institute (IFI) is Ireland's national cultural institution for film. It provides audiences throughout Ireland with access to the finest independent, Irish and international cinema; it preserves and promotes Ireland's moving image heritage through the IFI Irish Film Archive; and it provides opportunities for audiences of all ages and backgrounds to learn about and critically engage with film. The IFI comprises three core activities: to Exhibit, Preserve, and Educate, and operates in Dublin, nationally and internationally.

- Nature of work:** This is a full-time position for a 2 year fixed contract.
- Purpose of job:** The Box Office Manager is responsible for driving the business of the IFI Box Office, including cinema ticket and IFI membership sales, and for all aspects of Front of House activity.
- Reporting to:** Head of Operations
- Key Relationships:** Cinemas Programming Department
Marketing and Communications Department
Finance Department
Projection
Venue Hire

Key Tasks and Responsibilities

- **Box Office Management**
 - Ensure that all events and pricing structure are correct and that ticket sales (in person, online and by phone) are processed efficiently and effectively.
 - Oversee the functionality of the Box Office operating and IT system and be the main point of contact with Admit One in relation to the Box Office system, from the perspective of improvements and updates and the management of any unforeseen issues.
 - Liaising with 3rd party ticket promoters to ensure that all event and ticketing structures are set up correctly and subsequently monitored.
 - Ensure that all customer data is collected correctly and customer records are maintained properly.
 - Deliver attendance and film reports when necessary.
 - Drive all sales related functions in the Box Office, encouraging cross-selling and up-selling and in particular, ensure that staff are selling IFI membership.
- **Front of House Management**
 - Assist in the management of screen hires and special events to ensure that events go smoothly and that Q&A's are managed accordingly.

- Ensure that all daily checks relating to both H&S policies and the Cinema screens are correctly carried out.
- Liaise with projection on a regular basis, ensuring that screening errors and show losses are kept to a minimum.
- Oversee and manage all aspects of crowd control and queuing systems.
- **Financial Management**
 - Ensure that all Box Office floats, balances and deposit drops are performed in accordance with IFI procedures and policies.
 - Have regular contact with the Finance Department to ensure exact and accurate financial settlements.
- **Customer Service and Sales**
 - Dealing with, and recording, customer complaints as necessary.
 - Ensure that the IFI Box Office and Front of House team provides a first-class customer service experience.
 - Ensure that staff are adequately trained and well presented.
 - Responsibility for all Front of House functions ensuring that ushering is effective and efficient.
 - Oversee the manning of the Information Desk/Reception (and IFI telephone system) at all times.
- **Staff Management / HR**
 - Management of the IFI Box Office and Front of House team, ensuring that all HR policies are implemented.
 - Management of the weekly Box Office and Front of House roster ensuring that scheduling is within the weekly payroll budget.
 - Ensure a high standard of communication with staff, ensuring they are sufficiently acquainted with all operational procedures and policies.

Experience & Skills Required

The ideal candidate must be enthusiastic, flexible, with excellent interpersonal and communication skills, and the ability to manage a team. He or she should demonstrate calm under pressure and be a problem-solver. Experience in customer-facing roles, specifically sales or box office is essential. Experience with managing box office operating systems, online sales software and data analytics a distinct advantage. A love for film is desirable!

Application Process & Deadline

All applications should be made by email - Subject Line: "IFI Box Office & FOH Manager" - with a covering letter and CV to Head of Operations, lroycroft@irishfilm.ie, by 5.00PM Friday 15th September. Applications received after this deadline will not be considered.