



Irish Film Institute

Box Office & Front of House Supervisor

Overview

The Irish Film Institute is Ireland's national cultural institution for film. At the IFI's historic home in Eustace Street, Temple Bar, our diverse audiences, and loyal members enjoy our 3 cinemas, IFI Irish Film Archive's research and access facilities, IFI Film Shop and IFI Café Bar: and our four digital streaming platforms, IFI@Home, IFI Archive Player, IFI@Schools and IFI International. The IFI has developed strategic objectives around three core activities:

EXHIBIT

Providing audiences throughout Ireland with access to the finest independent, Irish and international cinema

PRESERVE

Preserving and promoting Ireland's moving image heritage through the IFI Irish Film Archive

EDUCATE

Providing opportunities for audiences of all ages and backgrounds to learn and critically engage with film through IFI Education

The Box Office and Front of House Supervisor plays a key role in managing operations of the IFI Box Office, including ticket, membership & concession sales, staff training & supervision, IT system maintenance, event management and for taking a leading role in all aspects of Front of House activity.

Key Responsibilities

- **Box Office & Front of House Supervision**
 - Ensure that all events and pricing structures are correct and the ticket sales (in person and online and by phone) are processed efficiently and effectively.
 - Oversee the functionality of the Box Office operating and IT system and be a main contact with Box Office system providers, from the perspective of improvements and updates and the management of any unforeseen issues.
 - Liaising with internal & external stakeholders 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.
 - Drive all sales related functions in the Box Office, encouraging cross-selling and up-selling and, ensure that staff are kept informed of IFI's programme.
 - Assist in the management of screen hires and special events to ensure that events go smoothly and that Q&As 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 team on a regular basis, ensuring that screening errors and show losses are kept to a minimum and issues are actioned swiftly.
 - Oversee and manage all aspects of crowd control and queuing systems.
- **Financial Supervision**
 - 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.
- Log reports and take lead on assessing discrepancies where required.
- **Customer Service and Sales**
- Ensure that the IFI Box Office and Front of House team provides a first-class customer service experience.
- Dealing with, and recording, customer complaints as necessary.
- Ensure that staff are adequately trained and well presented.
- Responsibility for all Front of House functions ensuring that ushering is effective and efficient.
- **Staff Management / HR**
- Assisting Management of the IFI Box Office and Front of House team, ensuring that all HR policies are implemented.
- Assisting 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.
- **Concession & Order Management**
 - Take lead on ordering concession items on a weekly basis.
 - Oversee and conduct weekly stock takes

Skills Required

Essential:

- Previous experience in a customer service role.
- Highly organised with excellent attention to detail.
- Experience leading a team.
- Ability to multi-task in a fast-paced environment and on own initiative.
- Cash handling experience.
- Stock take experience.
- Strong interpersonal and communication skills.
- Keen passion for film.
- Flexible and enthusiastic approach to work.

Desirable:

- Box Office software knowledge and experience.
- Previous experience working in an arts/cultural organisation.

Contract: This is a part-time position, 20-25 hours per week, with a 2-year fixed term contract.

Reporting to: Box Office & Front of House Manager

Salary scale: Starting salary will depend on experience and will be according to the following pay scale Levels: L1 €14.00 per hour; L2 €14.35; L3:€14.71;

Benefits: Bike to work scheme, café discounts, enhanced sick pay, film store discount & free cinema tickets.

Application Process: Please provide a cover letter outlining your suitability and interest in this job, supported by your CV to onolan@irishfilm.ie with "IFI Box Office & Front of House Supervisor Application" in the subject line. Closing date for applications is Friday 26th April at 5pm.

The IFI is an Equal Opportunities Employer and welcomes applications from all sections of the community

