

Participant Services Manager Job Description

Job Title:	Participant Services Manager (interim)
Type:	PAYE, fixed term contract until 19 July 2019
Responsible to:	CEO
Hours:	Full-time including some evening and weekend working
Pay:	£21,000 per annum, pro rata
Holiday:	28 days per annum including bank holidays, pro rata

Summary of the Role

The Participant Services Manager is responsible for managing the Participant Services team and will develop and manage the provision of all participant and arts industry services for Brighton Fringe. The post holder will be expected to secure bursaries and financial support for Brighton Fringe Participants in line with Brighton Fringe's charitable objectives, along with organising professional development workshops and networking events for participants and arts industry professionals.

Key duties and responsibilities

1. Participant Services

- Develop and manage the implementation of strategic plans for Brighton Fringe Participant Services in line with the aims and objectives of the charity, set by the Board and against its organisational vision to be an internationally acclaimed open access arts festival for artists, producers and audiences.
- Oversee the management and development of the online Participants' area and registration system (Eventotron) in line with budgets and agreed business plans.
- Manage all stages of the Brighton Fringe registration process, including and maintaining accurate participant entries within the brochure and website.
- Working with the Marketing Manager, manage and coordinate the production process of the brochure and website, including index, daily diary and venue guide.
- Secure Bursaries and funding opportunities for Brighton Fringe Participants.
- Manage and further develop the arts industry database, including past, current and potential Fringe participants and venues.
- Ensure Participant and Arts Industry information packs and the Fringe Venue Directory are updated and maintained, including responses to frequently asked questions.
- Manage and further develop good communications with participants through all channels including in person, phone, email and online and ensure the smooth handling of all participant and arts industry enquiries, including advice on venues and those relating to images, payment and late registrations.
- Manage the acquisition of flyering, Permit Free Status and other licenses as required.
- Maintain and further develop effective working relationships with all venues and identify opportunities for expansion and the involvement of new venues.
- Working with the Events Producer, provide information and support to Fringe participants regarding Fringe City performances and other opportunities.
- Working with the PPLPRS, ensure venues and participants understand their responsibilities and liabilities for PPLPRS.
- Complete full annual evaluation of Participant Services activities.

2. Industry Liaison and Professional Development

- Identify, manage and further develop good communications with arts industry professionals, awards bodies, cultural agencies and organisations locally, from across the UK and abroad, developing partnership and collaboration opportunities to ensure that Brighton Fringe remains well connected and relevant.
- Raise awareness of Brighton Fringe in the UK and abroad to attract high quality programming to the Fringe festival in May/June.
- Develop and deliver a programme of events and networking opportunities throughout the year and during the festival period for visiting arts industry professionals/awards bodies/cultural agencies and institutions.
- Manage the accreditation process, including distribution of industry passes/packs and a dedicated ticketing service
- Organise arts industry visits to Brighton Fringe in May/June, including show scheduling, travel and accommodation
- Manage the delivery of the service offered to participants and venues, including professional development, networking and touring opportunities
- Complete annual evaluation of Arts Industry and Professional Development services.

3. Staff Management

- Manage and co-ordinate arts industry and participation assistants, including seasonal staff and volunteers to meet agreed outcomes on time.
- With the Head of Operations & Development and Office & HR Manager, carry out annual appraisals for staff and volunteers within your team, identifying training and development needs and opportunities where appropriate.

4. Financial Management and Reporting

- Work with the Box Office Manager, Finance Assistant and Bookkeeper to accurately collate, calculate and prepare ticket settlement statements for payment by the Finance Assistant, including Foreign Entertainers Unit (FEU) payments.
- Ensure payments of any relevant PPLPRS liabilities in respect of Fringe events.
- Work within agreed budgets to ensure best value is achieved at all times and where possible work with venues and suppliers to provide support in kind.
- Ensure timely accurate reporting to the CEO and the Board as required.
- Manage the monitoring and evaluation of all Participant Services activities including registration processes.

5. Other Duties

- Implement all of the organisation's policies and procedures such as the equalities policy and ensure this underpins all other practices, policies and procedures.
- Contribute to the collation and preparation of statistical information relating to Arts Industry and Participant Services.
- Work with the Board and sub groups as required.
- Attend meetings, conferences and events as a representative of the Fringe as agreed with the CEO.
- Undertake any other duties in line with the responsibilities of the post as requested by the CEO or Board.
- Be available for the duration of Brighton Fringe each May and June and for box office reconciliations, up to 6 weeks after the conclusion of the festival.

Key Working Relationships:

1. Participant Services assistants and work placements
2. Box Office Manager
3. CEO
4. Head of Operations & Development
5. Marketing Department
6. Finance Administrator
7. Office & HR Manager
8. The Chair and Board of Directors of Brighton Fringe
9. All other staff and volunteers

Key Competencies

Essential requirements:

- Excellent communication skills
- Excellent organisational and administration skills
- Good knowledge and understanding of the arts sector
- Existing arts industry contacts
- Knowledge of fringe festivals in the UK and internationally
- Ability to work as part of a team or independently when required
- Able to work flexible hours
- Ability to work accurately under stress and to meet deadlines
- Computer literate – Adobe, Word, Excel, Access, Outlook

Desirable:

- Experience of Brighton Fringe, whether as a participant, venue, arts industry professional or audience member
- Local arts industry knowledge or experience
- Experience of working with admin and box office systems
- Event management and events experience
- Experience of proof reading
- Experience of working within small scale organisations and teams
- Experience of working for a not-for-profit organisation

General:

- Excellent ability to establish and maintain positive working relationships
- Ability to influence and persuade other to gain acceptance or agreement of ideas and approaches
- Has a personal commitment to organisational excellence; displaying honesty, integrity and a strong sense of ethics in all decisions and actions
- Works well within a team and able to input where needed
- Resilience and the ability to remain calm and focused under conditions of stress

Your Application

Please email a copy of your completed application form by by 5pm on Monday 10 December to: amy.macgregor@brightonfringe.org

Application is by application form only. Please note that we will not accept CVs as application for this position.

Deadline for applications: 5pm, Monday 10 December 2018
Interviews: 14 December 2018
Start Date: ASAP

Brighton Fringe is a company limited by guarantee and registered with the Charity Commission. We are an equal opportunities employer.