**Job Description**

**Job Title:** Participant Services Assistant
**Type:** PAYE
**Reports to:** Venues & Companies Manager
**Hours:** 9:30am- 5:30pm / 4 days per week

(5 days during active festival period, 5 May- 4 June in 2023)

**Salary:** £21,255 PA (Pro Rata)

**Summary of the Role**

The Participant Services Assistant is responsible for assisting the Venues and Companies Manager in providing support and advice to incoming companies. You will be working with the central Fringe office, as part of Participant Services, your assistant role will be to help with the organisation and promotion of the Brighton Fringe festival events.

Main tasks include:

* Answer emails and calls, email inboxes and provide event information
* Provide general office support including data entry and filing
* Assist with the registration of artists and venues
* Liaise with venues and participants to ensure all festival related information is correct
* Assist with proof reading of promotional material
* Help with running our social media accounts including writing copy and scheduling posts
* Write copy for participant, venue and arts industry newsletters
* Update and develop Arts Industry contact list
* Provide support to staff delivering training sessions for artists and ‘Hub Hangouts’ events
* Support the Participant Marketing Coordinator with the accreditation of Arts Industry and Press representatives, also processing Arts Industry and Press ticket requests
* Attend and minute monthly venue managers meetings when necessary
* Assist with the accreditation process of Arts Industry Professionals
* Provide support for launches/events.

**Key Working Relationships:**

Venues and Companies Manager

Participant Marketing Coordinator

Box Office Manager and Assistant Manager

Box Office Assistant Managers and Supervisors

**Key Competencies:**

Essential requirements:

Excellent communication skills

Excellent organisational and administration skills

Good knowledge and understanding of the arts sector

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