

Wigtown Festival Company

Job Description: Box Office Supervisor

Salary

- 1 Salary £5,393

Tenure

- 2 This post is a temporary commission, for 10 weeks from 1 August until 9 October 2025.

Relationships

- 3 The Box Office Supervisor will be responsible on a day-to-day basis to the Operational Director.

Background to the Post

- 4 Founded in 1999 as part of a social regeneration project, Wigtown Book Festival is now one of the UK's best-established literary gatherings, featuring more than 200 sessions for all ages, and encompassing visual arts, music, theatre and food as well as book events. The festival draws writers and members of its audience from far and wide, while continuing to pay attention to the rich history and culture of Dumfries & Galloway. After Wigtown Festival Company became a charity in 2007, the festival has won two Thistle Awards for tourism, the Arts & Business Scotland Community Award and a Creative Places Award. Wigtown Festival Company is seeking an enthusiastic and organised individual (job share considered) with excellent customer service skills to oversee the day-to-day running of the Festival Box Office from 1 August until 9 October 2025.

Purpose of the Post

- 5 This is a predominantly customer-facing role which requires the post-holder to supervise all aspects of the festival box office in the lead up to and during Wigtown Book Festival.

Duties of the Post

General Administration

- 6 Answering general queries by telephone and in person.

Box Office Administration

- 7 Responsibility for overseeing all ticket sales for the annual Wigtown Book Festival.
- 8 Management and maintenance of the ticket sales system.
- 9 Processing or overseeing the processing of all ticket bookings.
- 10 Communicating with audiences when changes occur to events e.g. cancellations and venue changes.
- 11 Management of Box Office volunteer rota with support from the Volunteer Co-ordinator.

- 12 Setting up the physical Festival Box Office prior to ticket launch.
- 13 First point of contact for customers once the box office opens (ticket sales and general enquiries).
- 14 First point of contact for venue hosts to receive tablets for audience lists, handbook and float each day.
- 15 Responsible for charging tablets each evening.
- 16 Supporting the successful delivery of the annual Wigtown Book Festival.

Personnel Management

- 17 Support volunteer management by creating rotas for the Festival Box Office in 2025 and maintaining good relationships with clear and regular communication in the lead up to and during the festival.

Liaison with the Operational Director and other employees of WFC

- 18 Liaise regularly and communicate effectively with all colleagues to provide relevant information and administrative support as required to ensure the 2025 Wigtown Book Festival is a success.

Marketing and communication

- 19 The post-holder will support aspects of Festival Marketing e.g. programme, poster and flyer distribution, micro-marketing for individual events.
- 20 The post-holder will ensure reminder emails are sent to those who have booked for online events.

External Relations

- 21 Promote positively at all times the work of the Wigtown Festival Company both internally and to key stakeholders, sponsors, participants, audiences and other involved groups.

General

- 22 Undertake any reasonable additional tasks as may from time to time be required by the Operational Director, Company Chair, the Executive Committee or Board of Trustees. If additional training is required to carry out such duties, this will be funded by the Company.

Confidentiality

- 23 On no account, either during this contract or after termination of this contract, must any confidential information whatsoever, relating to the business of the Company be given to any person other than the employees of the Company or members of the Board of Trustees where necessary for the operation of the business.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> ● Formal record of additional qualifications gained. 	<ul style="list-style-type: none"> ● A minimum of 3 Highers (or equivalent), preferably including Administration and English.
Experience	<ul style="list-style-type: none"> ● Experience of general office procedures. ● Experience of prioritising and organising own workload. 	
Skills & Abilities	<ul style="list-style-type: none"> ● Good standard of numeracy and literacy. ● Tact and diplomacy in dealing with the public, volunteers and staff at all levels. ● Ability to maintain confidentiality. ● Ability to work closely with colleagues and partners and form professional working relationships. ● Attention to detail and accuracy. ● Demonstrate an ability to provide and record communications, electronically, orally and written. ● Good computer literacy and word processing skills. ● Proficient in Microsoft Office applications including Word, Excel and PowerPoint. 	
Personal Qualities	<ul style="list-style-type: none"> ● Articulate. ● Professional manner and appearance. ● Flexibility including working outside normal office hours from time to time. ● Highly motivated and enthusiastic approach to work. ● Excellent time management. ● Self-starter with ability work alone or as part of a team as required. ● Ability to work calmly under pressure. ● Ability to use own initiative. ● Ability to work well in a small team. 	