



THE
GRANGE FESTIVAL



DINING
ADMINISTRATOR

JOB DESCRIPTION & PERSON SPECIFICATION



DINING ADMINISTRATOR

KEY INFORMATION

- Salary** £23-25,000 pro-rata
- Contract** Commences in February/March 2024 for up to 6 months.
- Hours** 9:30 - 17:30 with evening and weekend work required particularly during the Festival
- Location** Folly Hill Farm, Itchen Stoke, Hampshire, SO24 9TF
- Deadline** Monday 12 February
- Interviews** We will be interviewing candidates throughout the application period

To apply please send your CV and a short covering letter to cornelia@thegrangefestival.co.uk

SUMMARY

The Grange Festival is seeking to recruit an organised and efficient Dining Administrator. This role will support The Grange Festival team and comes with a varied workload.

A strong customer focus is important as you will need to provide excellent service to our visitors. As part of a team, you are the key point of contact with the public and will need to be warm and welcoming on the telephone and via email. You will assist with online booking enquiries as well as in person at the Festival. You will ensure that our customers receive correct information promptly and efficiently.

The successful candidate will be a well-organised, self-motivated individual who works well as part of a team. They will have excellent interpersonal skills and an ability to manage a number of projects at any one time, with an ability to prioritise such tasks.

The Grange Festival is committed to implementing the principles of equality, diversity, inclusion and anti-racism throughout our work. We ask all colleagues to have a personal commitment to this too. As part of this commitment we are striving for a more representative workforce and encourage applications from groups who are under-represented in the UK arts industry; particularly those from Black, Asian and Ethnic Minority backgrounds, from lower socio-economic statuses, d/Deaf and Disabled applicants, and those from the LGBTQIA+ community.

THE FESTIVAL

The Grange Festival is a country house opera and dance festival located in Hampshire. Since the inaugural Festival in 2017, we have established a strong international reputation, drawing audiences from around the world for a summer season of opera and dance. Alongside this is a considered programme of outreach and education work based on research into current needs.

The award-winning theatre is set within a scheduled historic monument, which together with the Arcadian valley landscape setting, gives the Festival its unique atmosphere. The company is young and growing with passionate and lively staff.

DINING ADMINISTRATOR

ROLE AND RESPONSIBILITIES

Dining

- Using our dining system, making accurate records of bookings, dietary requirements or any other notes from customers
- Be responsible for Pavilion, Marquee and Cutlery & Crockery bookings
- Prepare reports for our catering partners, the site set up team and Festival staff volunteers for use on performance dates
- Act as the main point of contact for our catering partners
- Ensure website information and booking availability is kept up to date

Ticketing

- Develop an understanding of our Box Office system Spektrix and its capabilities (full training will be given)
- Assisting the Box Office Manager with ticket bookings using Spektrix
- Assist customers with access requirements with their bookings
- Deal with all customer enquiries in a professional and courteous manner, in person, on the phone or via email
- Run sales and other reports as needed for meetings and for use at the Festival Site

Customer Service

- To maintain good communication with both internal and external contacts.
- To deal with any customer service issues that may occur, either on the phone or via email, in a professional manner.
- To welcome positive and negative feedback about the venue and pass this on to help the Festival improve the service it offers.
- To ensure a thorough knowledge of events at the Festival to enable the Box Office to give the best possible customer service

Other Duties

- Provide support to The Grange Festival team
- Provide on-site Box Office cover during the Festival to answer ticketing and dining queries from customers and other staff

DINING ADMINISTRATOR

PERSON SPECIFICATION

CRITERION	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • Previous experience of working in an administrative role and/or in an office environment • Customer service experience ideally with HNWLs • Working under pressure, meeting tight deadlines and prioritising tasks 	<ul style="list-style-type: none"> • Previous experience in a Box Office environment • Experience of working in the Food service industry
Skills/knowledge	<ul style="list-style-type: none"> • Confident in communication skills (verbal and written) and the ability to communicate with a range of people internally and externally • High level of computer literacy e.g Microsoft Office including Outlook, Word and Excel • Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve 	<ul style="list-style-type: none"> • Use of Box Office ticketing systems, with particular reference to Spektrix • Knowledge of Classical Music, Opera, Dance or Theatre • The ability to be confident and positive when dealing with complaints and difficult situations.
Ability and aptitude	<ul style="list-style-type: none"> • Able to work well within a small team - flexible and collaborative • Able to work independently and use initiative appropriately • Enthusiastic, positive "can do" attitude • Organised, motivated and disciplined with a good attention to detail • Polite and calm under pressure • Commitment to own professional development 	
Other requirements	<ul style="list-style-type: none"> • Full clean driving licence and access to own transport is vital due to the rural nature of the offices and venue. • Must be able to work evenings and weekends during the Festival and other busy periods 	