



**MANCHESTER
ANIMATION
FESTIVAL**

RECRUITMENT PACK: Box Office Manager 2025



Box Office Manager (2025)

Contract Period: This is a freelance contract. The fee payable is £125 per day, to be invoiced monthly. There are 2 training days planned in August, and the main role commences on Mon 1 Sep until Fri 5 Dec. The post-holder will be expected to work a total of 46 days. Days will ideally be split as follows:

End of August (Dates Flexible) - 2 days training

Mon 1 Sep - Fri 31 Oct - 3 days per week (total 27 days)

Mon 3 Nov - Thu 6 Nov - daily (4 days)

Sat 8 Nov - Fri 14 Nov - daily (7 days)

Mon 17 Nov - Fri 5 Dec - 2 days a week (6 days)

Note this is an approximate guide and can be discussed further in an interview.

Hours of work: All standard days are to be 8 hours (festival days may be longer). This post requires flexible working. The post-holder must be available for the festival dates 8-14 November. This post may be carried out remotely (within the UK), but they will need to be in Manchester for the full duration of the festival, and for other key events before the festival.

Additional Requirements: The post holder must have access to their own computer.

Responsible to: Festival Producer

Manchester Animation Festival is the UK's largest animation festival, with a range of events including screenings, masterclasses, Q&As, workshops, panels and much more. The festival invites the international community to join us to delight in all things animated; and has worked with organisations such as Netflix, Disney, Apple, Sky, Aardman, Cartoon Saloon, Blue Zoo, Nickelodeon, the BBC and many more on special events and screenings. MAF is an Oscar® and BAFTA qualifying film festival.

The Box Office Manager will be an important part of Festival operations, being the first point of contact for all customer enquiries, group bookings and taking charge of our ticketing system for this festival edition.

Our ideal candidate will be organised, proactive, enthusiastic, personable, and confident in working independently towards tight deadlines. We are looking for someone who is friendly, adaptable, detail oriented, efficient, an excellent communicator and can maintain a professional composure in a busy festival environment.

Main Duties and Areas of Responsibility, these include but are not limited to:

- Working with the Producer to ensure that all events are ticketed and listed correctly.
- To deliver timely and effective monitoring reports for Festival to track sales progress and identify strategic gaps and opportunities
- Populating our box office platform with ticketing and event information, including the online festival.
- Ensure the logistics of passes are carried out correctly.
- Work with the Head of Partnerships and Development to ensure all sponsor and funder ticketing benefits and obligations are met
- Taking group bookings from various organisations
- Selling tickets at the venue during the Festival period
- Be the first point of contact for customer service both online and at the Festival.
- Assist with venue and delegate logistics for optimised customer experience especially during large events
- Dealing with any issues surrounding ticketing, passes or accessing events.
- Managing guest lists and complimentary tickets/passes.
- Working with the Producer to line manage the Box Office Coordinator during the festival
- Training the volunteers to ensure they can use scan tickets and plan queuing systems for the festival.
- Ensure inclusive and respectful engagement when supporting individuals with diverse needs
- Be an advocate for Manchester Animation Festival wherever possible and give accurate and approved updates to third parties
- Writing appropriate sections of the MAF festival evaluation and debrief, and attending post-festival debrief
- Cover any other duties relevant to the post as required by the Festival Director or Festival Producer.

PERSON SPECIFICATION

Essential

- Able to organise own workload, meet deadlines and manage a variety of tasks.
- Significant knowledge and experience of digital box office systems.
- Experience in handling and counting cash professionally and accurately.
- Confidence and ability to work without direct supervision.
- Strong administration, planning and organisational skills with a keen eye for detail.
- Experience of working directly with guests and members of the public.
- Strong communication skills across a range of platforms.
- Strong IT skills including MS Word, MS Excel and MS Outlook.
- Access to your own computer.
- Ability to remain professional in high pressure situations.
- The desire to include accessibility in any decision making process.

- Positive and enthusiastic attitude.
- Patience and empathy
- Commitment to achieving high standards.
- Responsible and reliable.
- Strong interpersonal and communication skills.
- To work in an open and collaborative way.
- The ability to delegate work with volunteers.
- Diplomacy and discretion.
- Able to work evenings and weekends where required.

Desirable

- Knowledge of Eventive Ticketing System
 - Knowledge of Eventive Virtual Platform
 - Knowledge of Wordpress
 - Interested in animation and the work of the Festival.
 - Experience of working on large-scale Festivals and events.
 - Experience of working with filmmakers and audience members.
 - Knowledge of Manchester and particularly the city centre.
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How to Apply

You are invited to apply for this role by submitting an up-to-date CV plus either:

1. a covering letter (1 page) that addresses the job description and criteria above; or
2. a short video letter (of up to 8 minutes in length), explaining what attracts you to the role and what you would bring to it.

If you have any questions (including requests for printed forms or access support) or would like to discuss the role prior to applying please contact:

Jen Hall on jen@manchesteranimationfestival.co.uk

Please submit applications [via this form](#) or via email to

jen@manchesteranimationfestival.co.uk

Deadline for applications: 16:00 on Friday 1 August 2025.

Interviews will take place on Wednesday 6 and Thursday 7 August 2025.