



**MANCHESTER
ANIMATION
FESTIVAL**

RECRUITMENT PACK:

Guest Services Coordinator 2025



Guest Services Coordinator (2025)

Contract Type: This is a fixed term contract.
The role commences on Mon 1 Sep - Fri 30 Nov.
The post-holder must be available for the main festival period 9-14 November.

Salary: £26,000 pro-rata

Work Days: The post is 3 days per week Mon 1 Sep - Fri 21 Nov (24 hours per week)
The post holder will need to work full time (5 days per week, 40 hours per week) for one week before and the week of the festival Mon 3 - Fri 14 Nov.

Holidays: 25 days per annum pro rata, plus statutory holidays, which for this fixed term contract is 5 days.

Hours of work: All standard days are to be 8 hours.
This post requires flexible working.

Location: 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 laptop 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 Guest Services Coordinator will be a key member of the festival team, ensuring all festival guests and filmmakers are looked after during the festival. You will be their main contact for their travel and accommodation as well as their scheduling during the festival. Our ideal candidate will have excellent communication skills and a strong attention to detail. They will be very organised, proactive, enthusiastic and confident in working independently towards tight deadlines ensuring that the festival is delivered to the highest quality. We are looking for someone flexible, committed, with excellent customer service.

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

- Being the main contact for all guest liaison and hospitality during the festival and ANF
- Arranging all guest travel and accommodation during the festival working to agreed budgets
- Coordinate all guest ticketing for the festival ensuring the box office manager has accurate and up to date information. This includes filmmakers, speakers, invited delegates and sponsors.
- Being the main contact for all hotel bookings during the festival, coordinating the partner hotels and maintaining records.
- Be the key contact for all guests to arrange testing, itineraries, and anything else the festival may need from guests
- Create and distribute welcome packs for guests with all relevant information about benefits, screenings and events.
- Overseeing the Juries, producing itineraries, booking deliberation rooms, ensuring seats are reserved in screenings and assisting with any queries the jury may have
- Keep the guest budget document up to date with all expenditure and income. Work with the Producer to reconcile the guest budget after the festival.
- Book translators for Q&As where required.
- Compile guest lists, send invitations and oversee awards night guest lists.
- Attend weekly meetings, provide progress updates as required, and contribute to daily schedules.
- Set-up and daily running of the Guest Welcome Desk acting as the main point of contact for guest queries throughout the festival.
- 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 Producer.

PERSON SPECIFICATION

Essential

- Experience of working in large-scale festivals and events
- Experience of working directly with guests and members of the public
- Able to organise own workload, meet deadlines and manage a variety of tasks
- Experience of working with key stakeholders, partners, sponsors and funders
- Rigorous time-keeping
- Strong administration and organisational skills
- Excellent attention to detail
- Customer service
- Confidence and ability to work without direct supervision
- Strong IT skills including MS Word, MS Excel and MS Outlook
- Access to own laptop computer

- Strong communication skills across a range of platforms
- Ability to be flexible and respond to changing priorities
- Negotiating skills
- Positive and enthusiastic attitude
- Commitment to achieving high standards
- Responsible and reliable
- Strong interpersonal and communication skills
- To work in an open and collaborative way
- Diplomacy and discretion
- Able to work evenings and weekends during the festival where required

Desirable

- Knowledge of Eventive
 - Knowledge of Airtable
 - Other languages
 - Interested in animation and the work of the festival
 - Knowledge of Manchester and particularly the city centre
 - Knowledge of and Health and Safety Requirements
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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 Thursday 7 and Friday 8 August 2025.