



## INFORMATION for the post of Box Office & Marketing Assistant

Young at Art is excited to be recruiting for this key support role within our organisation.

Young at Art is Northern Ireland's leading children's arts organisation and producer of the annual Belfast Children's Festival. It is a small but busy charity (approximate turnover £480k).

Young at Art's Box Office & Marketing Assistant works as an assistant to the Marketing & Communications Manager. Together, they implement Young at Art's marketing and audience development plan for the annual Belfast Children's Festival and other programmes of activity. In particular, the Assistant is the main contact and person responsible for our box office.

We are looking for a person who will be friendly and act in a timely and informative way when processing ticket sales. In this role, you will help the Marketing & Communications Manager sell tickets to business, community and other groups and help staff in the Education team process ticket sales to schools. Also, you will help with writing and proofing marketing materials, creating content for social media, regularly update and maintain all information on our website including event listings. You will help the Marketing Manager to organise the festival launch event. You will evaluate and report on box office and marketing/audience development activity.

This role is offered on a permanent and part-time basis (20 hours per week).

Funding for this post is received from the Arts Council of Northern Ireland and Belfast City Council.

**PRINCIPAL  
FUNDER**



**arts  
council**  
of Northern Ireland



**Belfast  
City Council**



**Paul Hamlyn  
Foundation**



## Further Details

Location:	<p>Young at Art's office is in Belfast City Centre. Employees can negotiate hybrid working. Decisions will be based on the responsibilities of the role and business delivery needs. For example, during February and March each year, all staff are required to work their hours from our office to deliver the Belfast Children's Festival. During the 10 days of the festival, there will be work from the office and off-site working as required to staff events.</p> <p>Our office is located on the 2<sup>nd</sup> floor of the Cotton Court building based at 30-42 Waring Street. There is a lift to access all floors of the building with pin code access from the street. All toilets including a disabled toilet are located on the 2<sup>nd</sup> floor.</p> <p>Our office is open plan but each employee has their own desk. It can be noisy on days that all staff work from the office but staff can use headphones/ear defenders if they are needed. Please note that our offices are based in the Cathedral Quarter area of Belfast and there is sometimes noise from the bars/restaurants around the building in the late afternoons.</p> <p>The office has a kitchen (microwave, fridge and dishwasher) and eating area separate but accessible from the office space. You are welcome to visit our office before applying for this role. Please contact the General Manager, Kelly-Anne Collins, at <a href="mailto:recruitment@youngatart.co.uk">recruitment@youngatart.co.uk</a> to make arrangements.</p> <p>Staff use Mac desktops or laptops to do their work. Staff may take laptops home for working from home where this is agreed.</p>
Working Hours:	<p>20 hours per week (P/T). Your regular daily hours of work will be agreed. All Young at Art staff are expected to work from our offices on Tuesdays particularly to attend our weekly staff meeting which usually starts at 1pm on that day. Office hours are worked between 9am - 6pm, Monday to Friday. Please note that in the lead up to, and during, Belfast Children's Festival, occasional evening and weekend work and long hours are anticipated.</p>
Salary:	<p>£24,570 per annum pro rata (Indexed to the Real Living Wage). Young at Art offers a pension package in line with government requirements.</p>
Expenses:	<p>Approved expenses and mileage reimbursed</p>
Leave:	<p>28 days annual leave pro rata, plus Bank Holidays. TOIL is applied where relevant.</p>
Contract:	<p>This is a permanent, part-time position. A probationary period will apply</p>
Dress Code:	<p>While there is generally no dress code, during the Belfast Children's Festival, you will be asked to wear a T-shirt that identifies you as a member of our staff team. Young at Art will provide you with several shirts free of charge. As festival days are often long with visits to other venues and sites of activity, staff wear comfortable but professional clothing and footwear.</p>

Young at Art operates within a range of policies that respectively promote equality, health and safety, sustainability and the safeguarding of children and vulnerable adults. You must be committed to upholding these policies and additional checks may be required for the successful applicant.

All our posts are subject to the availability of funding.

## Company Information

### Background

Young at Art was established in 1998 to run an international arts festival for children and young people. It quickly expanded, incorporating as a limited company in January 2000, and extending to a year-round programme. The Belfast Children's Festival (still the anchor of its annual programme) is one of the largest in the UK and Ireland with approx. 27,000 children and adults attending both free and ticketed events within a ten-day programme each March. Our year-round programme combines education and engagement activity, special projects and commissions, artists' development and touring.

Young at Art is a registered company with charitable status, recognised by the NI Charities Commission. It receives core funding from the Arts Council of Northern Ireland, Belfast City Council, Paul Hamlyn Foundation and Arts & Business Blueprint Programme. It undertakes significant fundraising each year as well as generating earned income through its Festival and special project activity.

### Strategic Framework

#### What do we do?

Young at Art creates and curates exceptional and innovative arts experiences for all children and young people.

#### Why do we do it?

Because we need creative people.

#### How do we do it?

Young at Art will be:

##### 1. Risktakers

- Present children and young people with ambitious, innovative arts activities and events
- Empower children and young people to unlock, develop and express their creativity
- Lead the way in developing new creative approaches

##### 2. Placemakers

- 'The arts are for you'
- Enable children and young people to connect with the wider world around them
- Enable children and young people develop their sense of who they are and what they can be

##### 3. Changemakers

- Listen, Learn and Lead
- Empower children and young people to creatively shape their futures
- Influence others to place children and creativity at the heart of what they do

Our activities are underpinned at all times by our Values:

- Child-led
- Quality and Excellence
- Accessibility
- Innovation
- Respect

## Job Description – Box Office & Marketing Assistant

**RESPONSIBLE TO:** Marketing & Communications Manager (overseen by the Director)

**RESPONSIBLE FOR:** n/a

### ROLE

Your work will support the Marketing & Communications Manager to implement Young at Art's marketing and audience development plan for our annual Belfast Children's Festival and other programmes of activity. In particular, you will be the main point of contact and responsible for the Festival box office.

You will assist with copywriting and proofing marketing materials, content creation for social media, regularly update and maintain website event listings and contribute to key messaging. You will assist with the festival launch and with the reporting and evaluation of box office and marketing/audience development activity.

You will ensure the timely, friendly and informative processing of ticket sales requests and assist the Marketing & Communications Manager to support group bookings and the Education team with school bookings

### RESPONSIBILITIES

<b>SALES, MARKETING &amp; AUDIENCE DEVELOPMENT</b>	<p>To support the Marketing &amp; Communications Manager in the delivery of Young at Art's marketing and audience development plan including:</p> <ul style="list-style-type: none"><li>• Contributing ideas on how to communicate with audiences and develop and promote key messages;</li><li>• Assisting with copywriting and proofing of marketing materials and the creation of promotional content for social media ensuring high standard of consistency and literacy throughout;</li><li>• Maintaining the Young at Art and Belfast Children's Festival website including event listings and linking to online box office;</li><li>• Building and managing Belfast Children's Festival events on box office software (currently Ticketsolve);</li><li>• Acting as first point of contact for public bookings and encourage ticket sales for Belfast Children's Festival and other Young at Art programmes of activity;</li><li>• Responsibility for direct marketing to groups for bookings, liaising with Education regarding school attendances and Programming regarding international delegates;</li><li>• Processing and tracking ticket sales, producing accurate and regular sales reports, liaising with venues regarding attendees and with the finance/administration staff about delivery of onsite box offices;</li><li>• Helping with planning and delivering of the festival launch including organising and distributing marketing collateral and tracking attendance; and</li><li>• Assisting with the collection and collating of appropriate data across multiple platforms.</li></ul>
<b>ADMINISTRATION</b>	<p>Be responsible for responding to general enquiries (phone, email and face-to-face) about Young at Art and undertake reception duties;</p> <p>Adhere to existing work practices and procedures and to contribute to the development and respond positively to new and alternative systems</p>

	<p>Demonstrate commitment to Young at Art through regular attendance and the efficient completion of all tasks allocated within the deadlines required and set</p> <p>Adhere to and support the implementation of all company policies and procedures including safeguarding, equality, health &amp; safety, data protection, sustainability and all others in place from time to time</p>
<b>GENERAL</b>	<p>Collaborate and maintain effective working relationships with fellow staff members, artists, freelancers and volunteers</p> <p>Commit and work to Young at Art's strategic aims and objectives</p> <p>Uphold Young at Art's values of being Child-led, Quality and Excellence, Accessibility, Innovation and Respect</p> <p>Engage with their own continuous professional development to contribute to the activities, promotion and development of Young at Art</p>

The key responsibilities above give a broad outline of the functions of the post. However, these duties are approached in a flexible manner. The post holder will be expected to adapt to changing circumstances and undertake other duties appropriate to the post's level of responsibility as allocated by their line manager as part of working in a small team to deliver Young at Art's strategic aims and objectives. The outline of responsibility may change from time to time.

## Person Specification

Young at Art are looking for candidates who can best meet all Essential criteria and most closely demonstrate the Desirable criteria. Applications that DO NOT MEET ALL Essential criteria will not be considered. Young at Art reserves the right to weight key skills within the selection process.

RESPONSIBILITIES	ESSENTIAL	DESIRABLE
SALES, MARKETING AND AUDIENCE DEVELOPMENT	<p>Experience of delivering a project/activity according to a brief including planning the project/activity, reviewing your progress and adapting as necessary</p> <p>Experience of maintaining and creating content for websites, social media, video channels or other communication tools</p> <p>Experience of writing, editing and proofing documents to a high standard</p> <p>Experience of presenting yourself or representing an organisation in a public setting</p>	<p>Third level qualification (degree or diploma) in a related field such as the arts or marketing</p> <p>Knowledge and experience of arts marketing, particularly live and ticketed events</p> <p>Knowledge and experience of video/photo editing and/or design software for digital/online communications</p> <p>Experience of working with youth/education or community/voluntary sectors</p> <p>Experience of interacting with the general public and a wide range of stakeholders (eg. customers, suppliers)</p>
ADMINISTRATION	<p>Experience of working to schedules and deadlines whilst managing competing demands</p> <p>Ability to initiate and follow through on ideas</p> <p>Ability to work flexible hours including evenings and weekends</p>	<p>Experience of box office/computerised sales systems</p>
GENERAL	<p>GCSE in English and Maths (or equivalent) - minimum grade C</p> <p>Excellent written and oral communication skills</p> <p>Ability to build strong and effective working relationships</p> <p>High degree of computer literacy including keyboard skills, use of standard office software, internet and social media</p>	<p>Knowledge of an artform and the arts in Northern Ireland</p> <p>Knowledge of Young at Art and our aims and objectives</p>

## CONFIDENTIAL APPLICATION FORM for BOX OFFICE & MARKETING ASSISTANT

### PLEASE READ THESE GUIDANCE NOTES CAREFULLY BEFORE COMPLETING THE FORM:

This is an email-only application process. Hard copies will not be considered. All applications must be completed in full using the original Word document. In compliance with company policies, the separate Disclosure and Monitoring Form must also be returned by email.

All applicants MUST complete an Application form and a Disclosure & Monitoring form and send them to [recruitment@youngatart.co.uk](mailto:recruitment@youngatart.co.uk) before the deadline.

Complete this application form as fully and concisely as possible by **addressing all the essential, and as many of the desirable criteria as you can, that are set out in the Person Specification and other information supplied in the Job Pack.** Candidates will be assessed against the essential and desirable criteria. Do not enclose any other materials, such as your CV.

Please note: in line with best recruitment practice, the selection panel will only see Section 5 and 6 of your application and can shortlist candidates based only on the information in that section. Please ensure you provide all relevant information to demonstrate how you meet essential and desirable criteria in that section even if you have stated it elsewhere in your application.

It is your responsibility to ensure that your application arrives on time and in the appropriate format. If you have problems with formatting this document or any questions about the role, please contact our General Manager, Kelly-Anne Collins, at [recruitment@youngatart.co.uk](mailto:recruitment@youngatart.co.uk).

The deadline for your application is **9am, Monday 23 June 2025.**

Late applications will not be considered.

Shortlisted candidates will be notified by email of their interview as soon after the deadline as possible. All other candidates will be notified by email if they have not been shortlisted for interviews.

### **Interviews**

Interviews will take place in at our offices on **Friday 4 July 2025.** All other staff will work from home that day to ensure that interviews are conducted in a quiet space.

The interview panel will include our Marketing & Communications Manager, Julie Sherlock, and our General Manager, Kelly-Anne Collins. You can see a photo of them on our website at this address - <https://youngatart.co.uk/who-we-are/#ourteam>

If you are successful at being invited to an interview, you will:

- Complete a social media content creation task provide with your invitation to interview. You will be required to complete this task and return to us at [manager@youngatart.co.uk](mailto:manager@youngatart.co.uk) by 9am on the day of their interview; and
- Participate in an informal interview with the panel. We do not do group interviews. The questions will relate to the essential and desirable criteria for this position as well as the other comments that you provided on your application. We will ask you to expand on your experiences to demonstrate how you meet the criteria for this role. We will also ask you about your approach to the written task. You may request an online interview but Young at Art does prefer to interview in person where possible.

The interview should last approximately 30 minutes but please ensure you are available for up to 40 minutes. Interviews will be held in a quiet space in the Young at Art offices. Staff not assisting with interviews will work from home that day. At the beginning of your interview, we will provide you with a typed copy of all the questions you will be asked.

**SECTION 1: PERSONAL INFORMATION**

Surname:

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Forename:

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Home Address

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Address for correspondence (if different):

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Tel Day:

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Mobile:

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Email:

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Office Use Only:

Application No:	Date Received:	S/L
		Y/N



**SECTION 2: CURRENT OR MOST RECENT EMPLOYMENT**

Please give details of your current post or your most recent employment.

Employer's Name:

Address:

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\_\_\_\_\_

Telephone Number:

\_\_\_\_\_

\_\_\_\_\_

Your job title:

Salary:

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Date commenced:

Date left:

\_\_\_\_\_

\_\_\_\_\_

Reason(s) for leaving:

Notice required: \_\_\_\_\_

Amount of sick leave taken in the last twelve months: \_\_\_\_\_

Please outline your main job responsibilities:

**SECTION 3      HISTORY OF EMPLOYMENT AND/OR VOLUNTARY EXPERIENCE**

Please detail other posts held, starting with the one immediately prior to that already described.  
Continue on a separate sheet if necessary.

Employer's name & nature of business	Job Title & main responsibilities	Date commenced	Date left

#### SECTION 4      TRAINING & QUALIFICATIONS

Please give details of relevant qualifications and institutions attended, detailing examinations and results and dates attended.

Name of College or School	Detail of qualifications obtained, examinations taken and results	Date commenced	Date left

#### OTHER TRAINING

Please give details of any other relevant training, short courses or work-related training undertaken.

Training Provider	Qualifications or certificate (if any)	Date commenced	Date left

## SECTION 5 MEETING THE CRITERIA FOR THE POST

Based on the Person Specification set out earlier in this form, please provide specific examples to show how you meet the essential and desirable criteria for this position.

Please note: in line with best recruitment practice, the selection panel must focus on your answers in this section 5 and the following section 6 of your application when shortlisting candidates. Please ensure you provide all relevant information to demonstrate how you meet essential and desirable criteria in this section even if you have stated it elsewhere in your application.

**Please do not exceed the word limit, as any word over the limit will be redacted and not seen by the panel.**

No other materials will be considered in your application (CVs, etc).

<b>Sales, Marketing &amp; Audience Development</b> Essential Criteria must be addressed. You only need to address the Desirable Criteria that applies to your skills and experience.
<b>Essential Criteria</b> <ul style="list-style-type: none"><li>• Experience of delivering a project/activity according to a brief including planning the project/activity, reviewing your progress and adapting as necessary (maximum of 150 words)</li></ul>
<b>Essential Criteria</b> <ul style="list-style-type: none"><li>• Experience of maintaining and creating content for websites, social media, video channels or other communication tools (maximum of 150 words)</li></ul>
<b>Essential Criteria</b> <ul style="list-style-type: none"><li>• Experience of writing, editing and proofing documents to a high standard (maximum of 100 words)</li></ul>
<b>Essential Criteria</b> <ul style="list-style-type: none"><li>• Experience of presenting yourself or representing an organisation in a public setting (maximum of 100 words)</li></ul>
<b>Desirable Criteria</b>

- Third level qualification (degree or diploma) in a related field such as the arts or marketing
- Knowledge and experience of arts marketing, particularly live and ticketed events
- Knowledge and experience of video/photo editing and/or design software for digital/online communications
- Experience of working with youth/education or community/voluntary sectors
- Experience of liaising with the general public and a wide range of stakeholders (eg. customers, suppliers etc)

(Total maximum of 150 words to address any of the desirable criteria that you can. It is not 150 words per criteria)

### **Administration**

Essential Criteria must be addressed. You only need to address the Desirable Criteria that applies to your skills and experience.

#### **Essential Criteria**

- Experience of working to schedules and deadlines whilst managing competing demands (maximum of 100 words)

#### **Essential Criteria**

- Ability to initiate and follow through on ideas (maximum of 100 words)

#### **Essential Criteria**

- Ability to work flexible hours including evenings and weekends (maximum of 25 words)

#### **Desirable Criteria**

- Experience of box office/computerised sales systems (maximum of 25 words)

**General**

Essential Criteria must be addressed. You only need to address the Desirable Criteria that applies to your skills and experience.

**Essential Criteria**

- GCSE in English and Maths (or equivalent) – minimum grade C (maximum of 25 words)

This may include qualifications from other institutions that show similar skill level as a C grade at GCSE or the equivalent level of achievement as GCSE in a non-UK education system.

**Essential Criteria**

- Excellent written and oral communication skills (maximum of 50 words)

**Essential Criteria**

- Ability to build strong and effective working relationships (maximum of 50 words)

**Essential Criteria**

- High degree of computer literacy including keyboard skills, use of standard office software, internet and social media (maximum of 25 words)

**Desirable Criteria**

- Knowledge of an artform and the arts in Northern Ireland
- Knowledge of Young at Art and our aims and objectives

(Total maximum of 100 words to address any of the desirable criteria that you can. It is not 100 words per criteria)

**SECTION 6: ADDITIONAL INFORMATION**

Please supply any further information you feel would be valuable or relevant in considering this application.

## SECTION 7: OTHER INTERESTS

Please give details of any membership of professional societies, boards, institutions, and any voluntary work etc:

Group/Society Name	Activities/Role undertaken	Date commenced	Date left

## SECTION 8: ACCESS NI

This position may involve regulated activity as it involves working with, or line-managing those working with unsupervised children or the same children on a regular basis.

**Is there any reason why you can't work in regulated activity?**

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO

We may require you to submit an application for an Access NI Enhanced Check, which will include a referral to the Disclosure and Barring Service (DBS). We will provide you with full information of how to apply for an enhanced check if required, and you can let us know if you are happy for us to proceed with a DBS barring list check.

The Access NI Code of Practice is available at <https://www.nidirect.gov.uk/publications/accessni-code-practice>.

You have an opportunity later in the disclosure and monitoring form to tell us confidentially about any criminal convictions. Please note, a criminal conviction does not necessarily prevent you from working with us, it will depend on the activity you will be working on and the nature of your conviction. We have policies on the Recruitment of Ex-offenders and Data Protection & Security. Copies are available on request.

## SECTION 9: INTERVIEW ACCESS NEEDS

Please let us know what access needs you may have for your interview. We will endeavour to make reasonable accommodations for you. This information will only be used for the purposes of making your interview more accessible. We will not hold this information after that time. If you have additional access requirements for the application/shortlisting process, please contact our General Manager, Kelly-Anne Collins, directly at [recruitment@youngatart.co.uk](mailto:recruitment@youngatart.co.uk).

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## SECTION 10: REFERENCES & DECLARATION

Please give the full contact information of two people from whom references may be sought. One of these should be your current or most recent employer. Family members may not act as referees. References will only be taken up for shortlisted applicants and all offers of employment are conditional on satisfactory references. Please indicate if you are happy for your references to be contacted:

I am happy for them to be contacted

- ☐ If I am shortlisted
- ☐ If I am offered the post

Name:

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Address:

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Postcode:

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Telephone Number (Daytime):

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Mobile Number:

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Email:

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Relationship to Applicant:

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Name:

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Address:

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Postcode:

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Telephone Number (Daytime):

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Mobile Number:

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Email:

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Relationship to Applicant:

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## DECLARATION

This section of the form must be completed or your application will not be considered.

I declare that the information on this form is correct and nothing has been omitted, which to the best of my knowledge might affect my application. I also declare that I am legally permitted to work in the UK and will comply with the checks required to verify this, including production of valid identification documents.

Signed:

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Date:

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NB: Please return with a digital or scanned signature. If you are unable to do so, your declaration of the statement above will be assumed and you will be required to sign a copy of this form should you be selected for interview. Inaccurate or misleading information in this form will result in applications being omitted from consideration, and any offers of interview or appointment being withdrawn.