

## **Festival Coordinator/Administration Assistant**

Borderlines Film Festival is seeking a Festival Coordinator/ Administration Assistant to join the Festival team to deliver the next edition of the film festival in March 2024.

**Company: Borderlines Film Festival**

**Place of work: Remote working from home and at The Courtyard Hereford and other venues during the Festival period**

**Hourly rate: £12.00 per hour, the Real Living Wage for 2023/24**

**Closing date: Sunday 10 December at 17:00**

Borderlines, recognised by the BFI as a film festival of national significance, celebrates its 22<sup>nd</sup> birthday in 2024. Spectacularly well-attended, it returns to its wide-ranging rural venues and super-loyal audiences, including The Courtyard in Hereford, Malvern Theatres, Ludlow Assembly Rooms, Kinokulture in Oswestry and the Flicks in the Sticks network of village halls and community centres, together with our new venue, The Regal Cinema in Tenbury Wells, next March. We're looking for a new part-time member of staff, based locally, with strong organisational ability and good customer relations skills to join a small but well-established and successful team to deliver our next edition.

Borderlines is the UK's largest rural film festival, with an enviable attendance, peaking at over 23,000 attendances in 2020. Screening the best new cinema from all over the world, the programme highlights include a strong line-up of previews.

Borderlines takes place in up to 25 different venues, ranging from multi-discipline arts centres to community cinemas and village halls across 200 square miles of Herefordshire, Shropshire, Malvern and the Welsh Marches and is the only film festival programmed by the Independent Cinema Office.

Borderlines Film Festival will run in cinemas only from **Friday 1 – Sunday 17 March 2024**. A role in this successful film festival represents an exciting opportunity for someone who is both passionate about film and cinema exhibition and wishes to develop their career in this field.

The post will require a mixture of working remotely and on the ground in our area (Herefordshire, Shropshire, Malvern and the Welsh Borders) in the run-up to and throughout the Festival. Applicants must have access to their own transport and stay in the area for the duration of the Festival period.

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## **Festival Coordinator/Administration Assistant**

**Role:** To provide effective administrative support to the Festival Director, Marketing Manager and Marketing and Events Officer and to ensure the smooth-running operation of the Festival Desk at the Courtyard Hereford during the Festival dates.

## **Duties Include:**

### **In the Run-up to the Festival**

Attendance at meetings with Festival Director, Marketing Manager and Marketing and Events Officer as requested.

Set up and manage databases e.g. the volunteer rota for the Festival desk.

Undertake any leaflet distribution mail-outs under the Marketing Manager's direction.

Oversee, monitor, and undertake brochure distribution top-ups in Hereford City and other major towns in the county as required.

Arrange the printing and distribution of film notes, questionnaires, and venue packs out to the Flicks venues along with the ident, road signs and post-it notes, in liaison with Marketing Manager.

Liaise with volunteers/festival ambassadors for the Hereford Festival Desk.

Collect and collate paper-based audience questionnaires from village and market town venues as requested.

Liaise with sponsors on film choices/ accreditation and ensure the smooth running of sponsors' contributions.

Co-ordinate the use of the Amazon Fire Tablets with the Festival survey and ensure volunteers know how to use this with customers.

Co-ordinate the use of pay point terminals for donations to the Festival at Hereford and Malvern.

Be part of the brochure proofreading team.

Be the first point of contact for incoming queries from the website.

### **During the Festival**

Provide a regular presence at the Festival Information Desk at The Courtyard.

Undertake the front of house management and administration: collate film ratings from data input and print out daily results sheets, photograph, and tweet post-it comments, manage the desk rota, print out sponsors signs, manage the voting boxes and ensure volunteers know how to organise this.

Liaise with Courtyard Front of House e.g. on film start and end times.

Coordinate and process verbal visitor feedback / facilitate and oversee the use of tablets for festival survey.

Deputise for Festival Director or Marketing Manager e.g. releasing comps as needed per screening, dealing with visitor queries, sponsors' tickets and other issues arising in their absence.

Take on other tasks during the Festival as requested by the Festival Director and Marketing Manager both at The Courtyard and other Festival venues.

## **PERSONAL REQUIREMENTS**

### **ESSENTIAL**

- Demonstrable experience of a full range of IT skills, including proficiency in Microsoft Office (Word and Excel), Google Forms, and proficiency with social media platforms
- Attention to detail and proof reading abilities
- Proven ability to work independently and under pressure
- Good interpersonal skills
- Valid driving license and access to personal transport
- Location – you must be based in the area that we cover and able to undertake distribution and marketing tasks in the run-up to the Festival
- Available to start work Wednesday 3 January 2024.

### **DESIRABLE**

- Love of cinema and films
- Ability to collate and evaluate data
- Strong customer relation skills both for audiences and sponsors
- Experience of fostering good working relations with volunteers
- Experience of running websites

To apply, send your CV together with 2 referees and no more than 2 x A4 pages detailing your experience, why you want to apply for the post and how you meet the requirements of the job description to Naomi Vera-Sanso at [hello@borderlinesfilmfestival.co.uk](mailto:hello@borderlinesfilmfestival.co.uk).

Applicants must be able to drive and have access to a car. They need to be free to work full shifts at The Courtyard Hereford and other venues, if requested, during the dates of the Festival, 1 – 17 March.

Location: work prior to the Festival and in the period after the Festival is on a work from home basis with occasional physical meetings. During the Festival period, the place of work will be at The Courtyard Hereford or other Festival venues. Based on previous Festivals, the workload is likely to be in the region of 250 hours.

**The closing date for this position is Sunday 10 December at 17:00**

Interviews will take place **Friday 15 December** online.

For enquiries, please send an email to Naomi Vera-Sanso at [hello@borderlinesfilmfestival.co.uk](mailto:hello@borderlinesfilmfestival.co.uk)