

Job Description

Job Title:	Operations Intern
Location:	Cheltenham – occasional homeworking
Responsible to:	Operation Co-ordinators
Salary:	National Minimum Wage (From April 2021 £8.91 per hour)
Hours:	37 hours per week. Some evening and weekend work required during festivals.
Holiday:	33 days per annum including bank holidays pro rata

Background information

Cheltenham Festivals is a charity that aims to make the arts and science accessible to all. Our education, community and talent development programmes reach out year-round and culminate at the town’s internationally-acclaimed Jazz, Science, Music and Literature Festivals.

Since the launch of the Music Festival in 1945 and the Literature Festival in 1949 (the world’s oldest Literature Festival) Cheltenham has been at the forefront of contemporary British culture. The Jazz festival was introduced in 1996 and the Science Festival in 2002.

The charity is led by a Senior Management Board that is responsible for digital and live content, year-round outreach & education programmes, Festival delivery, marketing, HR and finance.

The Role

The Operations Intern provides operational and administrative support across all festivals. The Intern will be given training in both Artifax (event software) and Tessitura (CRM) databases in order to support the teams. Working collaboratively with the two Operations Coordinators and the Operations Assistant, and under the direction of the Director of Operations, the postholder will support the smooth operational delivery of all four Festivals across the year.

Detailed Job Description

To provide administrative support to the Operations team to include:

- Assisting with travel arrangements for festival participants and staff, and booking/hiring festival cars/vans as appropriate
- Ensuring event related admin is completed accurately on Artifax (CF event database, training will be given)
- Tracking, processing and reconciling supplier fees/invoices
- Arranging meetings, circulating agendas and taking minutes when requested

- Coordinating festival identification documents and ordering materials as appropriate, e.g. wristbands, lanyards, etc.
- Assisting with the set up and running of the festival site office during festivals.
- Producing festival/venue/event documentation, including signage, venue information packs, parking lists
- Arranging and booking site cleaners, coordinating radio lists, producing hotel welcome packs
- Booking or ordering props, equipment, unusual objects related to event delivery
- Weekly meetings with the Literature Festival Family and Schools Programmer to assist in the run up to Literature

Mid-July to Mid-October

During this period of the internship the focus of the work will support the family and free events during The Times and Sunday Times Cheltenham Literature Festival. Tasks will include:

- Issuing of participant contracts
- Preparation of daily operational planning sheets
- Collation of participant presentations ensuring they are all checked and tested before the festival starts
- Oversee the collection of all special requirements and materials required to deliver the family and free events, re-stock where necessary and distribute accordingly
- Management of additional publisher materials such as special activities, stickers, magazines
- Oversee the booking, delivery and collection of character costumes used within the festival for family events
- Oversee the booking of children into workshops, collating ensuring sign in sheets are prepared and emergency numbers collected
- Ensure all information is put onto the event database (Artifax)
- Support the Operations Coordinators with last minute tasks during festival days

General responsibilities

All the Cheltenham Festivals team are expected to:

- a. Diversity and Inclusion: ensure that our Equality, Diversity and Inclusion (EDI) policies are followed and embrace the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment.
- b. Performance Improvement: be responsible for your own performance, participate in our performance appraisal procedures and propose better, faster or less expensive ways to do things which help our overall mission.
- c. Develop yourself and others - ensure you are up to date in your area of specialism and share knowledge with your colleagues.
- d. Health and Safety: be responsible for ensuring the health and safety of the team and yourself by following safe systems of work, and by meeting the requirements of the health and safety policy.

- e. Be compliant with the law and the Festivals' policies especially with regard to data protection and IT security and ensure other policies as advised from time to time are followed.

This job description is not intended to be exhaustive and the nature of our work and the size of our team at Cheltenham Festivals requires everyone here to be flexible. You may be required to take on such reasonable additional or other responsibilities and tasks as we need from time to time.

Personal Specification

Criteria	Essential
Eligibility	<p>Applicant must be affiliated with the government Kickstart scheme. Must be between ages 16-24, currently not in work and on Universal Credit. Check https://www.gov.uk/government/collections/kickstart-scheme for further details.</p>
	Desirable
Skills required	<ul style="list-style-type: none"> • Ability to communicate effectively in a clear concise and influential way both verbally and in writing to all types of audiences • Good IT skills and familiar with Microsoft Office functions • Ability to learn and use database software (training will be given) • Attention to detail • Methodical and process driven • Punctual and organised, whilst demonstrating efficiency and the ability to prioritise • Basic numeracy/ able to monitor a budget as required
Knowledge	<ul style="list-style-type: none"> • Interest in Arts/Science and event management
Behaviours	<ul style="list-style-type: none"> • Team player – respectful, inclusive and supportive of others • Flexible and adaptable • Well-organised, calm under pressure and able to work to deadlines • Enjoys following process and procedures • Creative thinker – innovative, collaborative

	<ul style="list-style-type: none">• Confident and enthusiastic in building relationships with a mix of stakeholders• Happy to take charge in situations as well as follow instructions
--	---