

KING'S LYNN festival

COMMUNICATIONS & EVENTS INTERN FOR KING'S LYNN FESTIVAL

26 week internship

March – September 2015

30 hours a week based in King's Lynn

King's Lynn Festival – Introduction

The Festival was founded by Ruth Lady Fermoy to celebrate the opening in 1951 of the newly restored 15th Century Guildhall of St. George. It soon gained a reputation for bringing distinguished performers, orchestras and ensembles to the town. In the early years it welcomed Yehudi Menuhin, Dame Edith Evans, Peter Ustinov, Joyce Grenfell, John Betjeman, Peter Pears, Benjamin Britten and Sir John Barbirolli with the Hallé Orchestra. More recently the Festival has featured art historian Andrew Graham-Dixon, Courtney Pine, Andrew Motion, Lesley Garrett, legendary pianist Alfred Brendel, flautist Sir James Galway and celebrated soprano Dame Kiri Te Kanawa.

King's Lynn Festival is a registered charity and a company limited by guarantee, operated by a Board of Directors. It is managed by a small staff comprising of three part-time 'on site' staff - Administrator, Assistant Administrator, Marketing Officer and a freelance Artistic Director.

The Communications & Events Intern will play a key role in providing support to the Festival team. The role will provide an opportunity to gain valuable work experience within communications and event management and will offer an insight into the workings of a long-standing Festival. Supervision and support will be provided.

Development opportunities offered by the internship:

- Work experience for those wishing to gain future employment within the creative and cultural sector
- Increased employability and a valuable addition to a candidate's CV
- Skills development in the areas of communication with colleagues, confidence, team work and ICT
- Insight into the workings of a renowned Festival, its context and role
- Increased networks and contacts throughout the sector and beyond

Benefits to the Festival through the internship:

- Additional support at a crucial time of increased activity in the run up to and during the Festival
- An opportunity to offer real and valuable work experience to those interested in exploring a career in the arts
- Support sustainability of the arts sector through infrastructure skills development

JOB DESCRIPTION

About You:

You will bring with you excellent written and verbal communication skills, confidence in dealing with a range of people, high level ICT skills and experience of office administration. You will be highly motivated, creative, enjoy working as part of a hard working and professional team and have an interest in the arts and cultural activities. Previous experience in a Communications or Events management team is not essential, but we will look for candidates with an enthusiasm for developing within this area and who can confidently outline transferable skills and experience.

Reports to: Administrator

Purpose: To provide support for the Festival in the run up to and delivery of Festival 2015 (12 – 25 July)

Specific Responsibilities:

Working with the Festival team, the Communications & Events Intern will provide communications, administrative and practical support.

Communications:

- Assist with the distribution of print, including the brochure, to venues and outlets across the region and in response to audience requests.
- Compile and maintain distribution lists.
- Assist with the Festival's digital marketing activity – updating websites, uploading video and images, e-newsletters, online listings and social media (in particular using Twitter/Facebook).
- Work as part of the team to generate ideas for tackling sales issues, digital content, and additional activity.
- Manage ambient marketing materials (for e.g. pop-up banners at Festival venues, developing displays for exhibitions and windows).
- Collate press cuttings.
- With the Marketing Officer - collate, design and proof performance programmes, flyers and freesheets.
- Maintain and update contact databases and mailing lists using Excel, Access and Word. To assist with mail outs where necessary.
- With the Marketing Officer – prepare audience surveys and data collation of responses.

Events:

- With the support of the Festival team, you will have specific responsibility for planning, promoting and managing a series of free music events in King's Lynn. This will include volunteer co-ordination, risk management, artist/agent liaison as well as the hands-on practicalities to ensure the efficient running of day.
- With the Assistant Administrator – to co-ordinate and manage steward requirements for Festival events.
- Provide on the ground support for the Festival team at venues across the Festival (e.g. assisting with riders, delivering materials, photocopying etc.)
- To provide additional stewarding or Front of House support at events if required.

General Responsibilities:

Alongside other staff, the Communications & Events Intern will also provide support to the full organisation.

- On occasion to act as one of the first points of contact for the general office including answering the phone, greeting visitors and dealing with deliveries
- Deal with telephone and email enquiries, taking messages or dealing with them as appropriate
- Undertake filing (paper and electronic), emailing, archiving, photocopying, word processing, and correspondence as required
- Maintain necessary administrative and operational systems as required
- Undertake any other duties assigned by the Administrator which might reasonably be deemed to be within the status of the job and appropriate to the post.

Equipment to be used:

- PC (KLF uses MS Office 2013 pro on Windows 7)
- Telephone
- Photocopier/scanner /Printer
- Laminator
- Franking machine
- Calculator
- Guillotine
- Stationery equipment

Compliance

- Carry out all duties within parameters agreed with the Administrator and in accordance with appropriate internal and statutory procedures
- Adhere at all times to KLF employment policies and procedures with particular reference to Health and Safety, Equal Opportunities and Child Protection

Team activities

- Work collaboratively with team members, volunteers and other colleagues in order to meet organisational objectives

Training

- Undertake training as identified and agreed with the Administrator to ensure the ongoing effective delivery of the role e.g. ICT, Outlook, phone and office systems and procedures; filing systems (electronic and hard copy), customer service etc.

Particular conditions that the post-holders must be willing/able to comply with in order to perform the job:

- Some weekend and evening work will be required, particularly during the Festival (12 – 25 July).
- Travel locally within King's Lynn and across Norfolk may be required
- Time off in lieu is available for all posts at the discretion of Administrator. KLF does not pay overtime.

PERSON SPECIFICATION

In short-listing and interviewing candidates, the interview panel will be looking for the following:

Knowledge	Essential	Desirable
Working knowledge of Outlook, Access, Word and Excel (MS Office 2013 pro)	√	
Knowledge of routine office systems and procedures e.g. filing, archiving, maintaining mailing lists and email messages		√
Knowledge of social media platforms and website management		√
Knowledge of and/or keen interest in the arts	√	
Awareness of diversity, access and equal opportunities issues		√
Qualifications		
Qualified to 'A' level or above or equivalent	√	
Qualified to degree level or equivalent		√
Experience		
Previous experience of working in an arts environment in a voluntary or paid capacity		√
Experience of producing print material (e.g. brochures, posters leaflets)		√
Good written and verbal communication skills, responding effectively in person and over the phone	√	
Experience of working with/or as a volunteer		√
Ability to manage multiple priorities, work well under pressure and meet deadlines	√	
Experience of event management and/or promotion		√
Personal attributes		
High degree of commitment and flexible approach to working hours	√	
Keen and willing to learn new skills	√	
Outward going, confident and friendly with people	√	
Ability to travel independently both locally within King's Lynn and across Norfolk	√	
The ability to respond positively and creatively to challenges	√	
Skills		
Good accuracy and attention to detail	√	
Can work well on own initiative, independently or as part of a team	√	
Excellent interpersonal skills with a commitment to customer care	√	
Excellent organisational and time-management skills along with the ability to prioritise and juggle multiple projects	√	

Terms and Conditions Summary

This is a post is 30 hrs per week excluding breaks for a period of 26 weeks, to commence at a mutually agreeable date in March 2015, subject to interview and receipt of satisfactory references.

The role will involve evening and weekend working during the Festival (12 -25 July 2015) and at occasional events in the run up to the Festival.

Rate of pay: National Minimum Wage (£6.50 per hour for aged 21 and over; £5.13 for 18 - 20 year olds)
Salaries are payable monthly in arrears, such payments being credited to a bank or building society.

Annual Leave: Pro-rata statutory leave (not to be taken between 12 June – 31 July 2015)

Hours of Work: 30 hours per week (excluding breaks).

Working hours will be mutually agreed – usual office hours are 9.00 am to 5.00 pm Monday to Friday.

Place of Work: The place of work will be the Festival's offices at Bishop's Lynn House, 18 Tuesday Market Place, King's Lynn. The Festival also uses a variety of venues throughout the town for performances and events.

Travel: You may be required to travel throughout the region, sometimes in rural and isolated areas.
Travel expenses will be reimbursed on the basis of the cheapest available public transport fare or if using a car, at the company agreed rate per mile.

Notice Period: One month notice in writing on either side during the internship.

Equal Opportunities: King's Lynn Festival is an equal opportunities employer, who is actively seeking to employ people currently under-represented in the creative and cultural sector. This includes young people, ethnic minorities and people with disabilities.

Information on this vacancy is available on our website www.kingslynnfestival.org.uk.

Deadline

The deadline for receipt of applications is **10 am Monday 16 February 2015**. No applications can be considered after the closing date.

Interviews

Interviews will be held on **Monday 23 February 2015** in King's Lynn.

Application Procedure

This paid internships have been created as part of the Creative Employment Programme.

The Creative Employment Programme is an Arts Council England fund to support the creation of traineeships, formal apprenticeship and paid internship opportunities in England for unemployed young people wishing to pursue a career in the arts and cultural sector.

You can find out more at: <http://creative-employment.co.uk/the-creative-employment-programme>

There are certain criteria you must meet in order to be eligible to apply for a Creative Employment Programme funded internship.

At the time of applying you must be aged 18 to 24 years old and you must be registered as unemployed with Jobcentre Plus.

These eligibility criteria have been approved by the Department of Work and Pensions.

If you wish to apply for this position please contact your local Jobcentre Plus quoting the relevant LMS reference number for the role (see below). Your local JCP adviser will check your eligibility and get in touch with King's Lynn JCP in order to provide you with a job application form to complete and return.

LMS Ref No KIJ/42392

Communications & Events Intern

**Alternatively, you can contact King's Lynn JCP - Lovell House, St. Nicholas St, King's Lynn, Norfolk, PE30 1LR
Tel: 0845 6043719 quoting the corresponding reference number and they will be able to perform your eligibility check and provide you with a job application form.**