



## JOB DESCRIPTION

**Role:** Communications Assistant and & PA to Director of Strategy & Communications

**Reports to:** Communications Manager

**Location:** Boomtown Fair HQ, Bristol

**Contract:** Permanent  
8 hrs x5 days per wk  
On site- 20 days July/August 2020

**Closing date:** 3rd January 2020

**Salary** £18,560 per annum

**Interviews take place:** w/c 20th January 2020

**Contact:** [job@boomtownfair.co.uk](mailto:job@boomtownfair.co.uk)

**Start Date:** As soon as possible

## COMPANY DESCRIPTION

Boomtown Fair is an organisation with unrivalled artistic output, cutting edge production and cultural comment. Founded in 2009, the organisation sets about giving people the most immersive and creatively driven, truly independent arts festival. A place that inspires people to go forward and create positive societal change beyond the event itself.

Headquartered in the heart of Bristol, Boomtown Fair is an annual five-day music festival held at the Matterley Estate (Nr. Winchester, Hampshire) in the rolling hills of the South Down National Park. For more than a decade, the organisation has offered its audience extraordinary experiences through the programming of visual arts, mind-bending set designs, a multitude of music styles and site-specific theatrical performance.

Charity, Education, Environment and Social Awareness is an integral part of the ethos of Boomtown Fair with the festival being a driving force and platform for challenging societal norms and raising awareness on key issues that face the world today. In 2019, the organisation took unprecedented steps by partnering with TreeSisters, a global network of women passionate about achieving restoration of our tropical forests, to plant a tree for every attendee of its Festival that year (c.70,000 trees). This is just one example of the numerous charities and partnerships the festival and company engages with frequently to influence positive change in the world.

## ROLE SUMMARY

As a Communications team we oversee all external and internal messaging from Boomtown, pre, during and post show. We are also responsible for how the festival is perceived in the wider world, the promotion for ticket sales and targeting new audiences, as well as reputation management and

incident management, and ensuring the festival delivers excellent customer service. The department has a need for a Communications Assistant and PA to the Director Of Strategy.

The role is split into three parts. The primary focus is on delivering Boomtown's customer service management and is responsible for monitoring, responding to in a timely manner and reporting on, all customer queries that are emailed in to Boomtown. The second is a PA role to the Director of Strategy, acting as first point of contact, assisting with a busy inbox, managing diaries and deadlines and specific administrative tasks. Thirdly, assisting with the team's day-to-day administrative tasks, providing general support for the wider Communications Team and assisting with Boomtown's internal communications.

### **KEY SKILLS AND EXPERIENCE**

You will be a self-starting, enthusiastic individual who is keen to learn what life is like in a highly successful UK festival organisation. Alongside excellent organisational skills, this role requires you to be flexible with great eye for detail. It will suit someone who has a passion for customer service and who works well within a very busy team, but is happy to use initiative and work independently.

### **RESPONSIBILITIES**

#### **Customer Service:**

- Info@ email - check the email address daily (more frequently in peak times) and ensure that all customer queries are responded to in a timely fashion (no longer than 72 hours response time).
- Weekly feedback to the Digital Communications Officer on the general volume / most frequent queries to adjust website and socials messaging accordingly.
- Assist in any complaints handling.

#### **PA Support:**

Provide PA support to Strategy Director where necessary.

- Admin support for the Director where necessary.
- Managing, scheduling, minute taking and distribution, plus attending relevant meetings.
- Monitoring and maintaining email inbox and responding to basic emails where appropriate
- Personal admin and organisation where needed.

#### **Internal Communications:**

- Source information, update, draft and issue the Boomtown Office News once every two weeks.

#### **General:**

- Work alongside the Communications Team to assist in any additional research, admin, analysis, reporting duties that may be required.
- Website updates when necessary
- Social monitoring when necessary

#### **Onsite role: (required to be onsite from 23rd July - 14th August 2020)**

- Maintain all the above roles on site
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**Required skills**

- Excellent written and verbal communication skills and the ability to interact with colleagues across departments and communicate directly with Boomtown public.
- Good organisational skills and the ability to prioritise and meet deadlines.
- Experienced administrator with proven experience.
- Ability to work on multiple projects at once and be solutions focussed.
- A dynamic team player with an ability to work collaboratively and independently and manage time effectively.
- Calm, friendly and enthusiastic approach to all situations.

**Desired Skills**

- Experience in a PA role
- Experience of customer service
- Good understanding of Google docs, Google forms, Gmail, Word, Excel
- Good knowledge of social media
- An understanding of Boomtown Fair, its history and ethos