

# Job Description

## GUEST SERVICES ASSISTANT

### Open City Documentary Festival

**Dates:** w/c 26<sup>th</sup> of July – 15<sup>th</sup> of September

3 days/week to start, 4 days/week from the w/c 23<sup>rd</sup> of August, then full time from the w/c 6<sup>th</sup> of September (inclusive of festival dates) with 1 day wrap-up after the festival

**Fee:** £2,700 (£90/day for 30 days)

**Location:** London and remote

**Reports to:** Guest Services Coordinator, Festival Producer

### About Us:

Open City Documentary Festival celebrates the art of non-fiction, creating an open space in London to nurture and champion the art of creative documentary and non-fiction filmmakers. The festival sits within the Department of Anthropology at UCL.

The eleventh edition of the festival will take place from the **8th - 14th September 2021**.

### Main Purpose of the Job:

Open City Documentary Festival is currently looking for a Guest Services Assistant to assist with the planning and delivery of all Delegate & Filmmaker services in the lead-up to and throughout the festival. The post holder will work with the Guest Services Coordinator on guest and filmmaker communications, helping ensure all information about the festival is relayed to guests in a clear and organised manner.

**Additional Details:**

The working days will be 3 days/week to start, 4 days/week from the w/c 23<sup>rd</sup> of August, then full time from the w/c 6<sup>th</sup> of September (inclusive of festival dates) with 1 day wrap-up after the festival

The position holder must be available to work the full dates of the festival 8<sup>th</sup> -14<sup>th</sup> of September, including the weekend. Flexible working hours will be required during the festival.

The position holder will need to be registered as self-employed and will need to provide their own laptop.

**Duties and Responsibilities:**

- Work with the Guest Services Coordinator to assist on all communications with filmmakers and delegates and support the smooth running of all delegate related activities.
- Support the Guest Services Coordinator with guest travel bookings including airport transfers and travel within London.
- Update talent list with attending filmmakers' details and regularly circulate to wider festival team.
- Support the Guest Services Coordinator with processing delegate accreditations.
- Alongside the Guest Services Coordinator, act as main point of contact for delegate queries.
- Assist with collating guest schedules and welcome packs.
- Assist with creation of Delegate information pack with all relevant information about benefits, screenings, talks programme, P&I screenings, online video platform, and other events.
- Create guest list documents and ticket ballot forms for public screenings.

- Assist with processing ticket requests, ensuring all priority delegates are satisfied and all delegates receive notification of tickets in a timely manner.
- Assist with scheduling and recording of Filmmaker Q&As for the online platform.
- Prepare daily mail-outs to delegates for during the festival, liaising with marketing team on key events to highlight.
- Work with the Guest Services Coordinator to maintain guest lists for screenings and ensure last minute changes are communicated to Venue Coordinators.
- Assist with plans for Delegate Centre including any relevant hires or delivery scheduling.
- Assist with delegate hospitality, including arranging catering and logistics.
- Oversee guest lists for opening and closing night screenings.
- Create venue packs with information on each venue's screenings and attending talent for Venue Coordinators.
- Research printing services for tote bags, delegate passes and t-shirts and assist with collating materials for the production of these items.
- Work with Guest Services Coordinator to oversee production of delegate gift bags.
- Assist with the set-up of the Delegate Centre as part of the Festival Hub and be available on the filmmaker and industry desk throughout the festival to greet delegates and answer queries.
- Assist with hospitality and networking including daily happy hours as required.
- Assist team with general administrative tasks.
- Act as an ambassador for Open City Documentary Festival at any events attended.

- Any other duties that are within the scope, spirit and purpose of the job, as requested by the festival team.

## Person Specification

### Essential Criteria:

- Strong attention to detail and a proactive approach to checking the accuracy of information.
- Excellent written and oral communication skills via email, video call and in-person.
- Excellent organisational skills.
- Ability to prioritize workload in a fast-paced environment.
- Ability to act as an ambassador to the festival and deal effectively with people at all levels.
- Good knowledge of Microsoft Office programs including Excel.

### Desirable Criteria:

- Experience working for film festivals or similar cultural events
- Experience managing guest lists

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As part of London's Global University, we know diversity fosters creativity and innovation. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where we all belong.

We therefore particularly encourage applications from candidates currently underrepresented in UCL's workforce and within the cultural sector. These include:



people from Black, Asian and ethnic minority backgrounds, disabled people and LGBTQ+ people.

To apply please email a CV and covering letter addressing how you meet the essential criteria (no more than 500 words) to [info@opencitylondon.com](mailto:info@opencitylondon.com) with the subject line "Guest Services Assistant Application".

Applications close at **11:59** on **Monday 21st of June**. Interviews will be held **w/c 5<sup>th</sup> of July**.