

**Job Description**

**GLASGOW FILM FESTIVAL GUEST SERVICES ASSISTANT**

**NOVEMBER 2024**



**Guest Services Assistant**

Dear Applicant,

Thank you for your interest in this role.

In this pack, you will find some background information about Glasgow Film, along with more detailed information about the role, a job description, a person specification, and broad terms and conditions.

If you would like to apply for the post, please

1. Complete our online application form by following this link

<https://forms.office.com/e/42fjSrRVa3>

1. Complete the equal opportunities form by following this link:

<https://forms.office.com/e/s9psAs7GrP>

Please note that, in line with our environmental policy, we are only handling applications electronically. The closing date for applications is **Monday 2 December at 10am.**

We hope to hold interviews in person (or via video on Teams/Zoom if required) the week commencing Monday 9 December. Please let us know in your application if you would be available for interview so that we can make arrangements for any short-listed candidates.

We look forward to hearing from you and thank you again for your interest.

Best wishes,

Sarah Emery

Glasgow Film Festival Manager

**About Glasgow Film**

Our vision for Glasgow Film is an inclusive, collaborative space where audiences and communities can nurture their passion for cinema and film and be empowered through participation in our programmes. Everyone is welcome and everyone is included. This is ‘Cinema For All’.

Our mission is to provide 'Cinema For All'. We exist to celebrate the magic of film and nurture excellent independent cinema from across the globe. To do this we provide high-quality programmes of curated screenings, festivals, events and industry opportunities; we empower our communities to participate through education and outreach initiatives; and we develop sector leading equalities initiatives to ensure cinema is accessible, safe and welcoming for the widest possible audience.

**Our values are:**

Community

This means that we will value, nurture and grow the Glasgow Film community of film fans, staff, supporters, industry and young people. We will have a positive impact in our community and build meaningful relationships with local people and local organisations as well as national and international networks. We will prioritise equality of access and work to tackle the consequences of systemic racism and inequalities that negatively impact the screen sector and fair access to the arts and culture.

Authenticity

This means we are genuine, honest and transparent with our audiences, our stakeholders and with each other as colleagues. We will behave ethically, with purpose, mindfulness and integrity in our everyday activities. We will celebrate our important history and strong identity.  We know who we are, and our mission and purpose is clear.

Sustainability

This means we will future proof Glasgow Film for future generations through strong governance, expanding the diversity of our communities and reducing our carbon impact.  We will continue to learn how to work more sustainably and imbed good environmental practices across all areas of our organisation.

Glasgow Film is:

**Glasgow Film Theatre**

GFT has been leading the way in specialised cinema for over 50 years. Our three screens show 100% specialised titles, first run world and independent cinema, artists’ experimental work, issue based programmes, thematic seasons, repertory programmes, Scottish produced work, festivals, and a programme of event cinema and live broadcast.

We provide an independent film programme for diverse audiences, including specific community engagement and equalities driven initiatives. These initiatives include our flagship programmes Visible Cinema (D/deaf and hard of hearing audiences), Movie Memories (Dementia friendly) and Access Film Club (Autism friendly).

GFT thrives in a highly competitive Glasgow market for cinema by providing a clearly differentiated experience and programme.

**Glasgow Film Festival**

Glasgow Film Festival is dedicated to presenting the best new Scottish and international film, including feature films, specially commissioned work and special events. Our approach is 'up close and personal' where audiences and creative industry practitioners get the opportunity to meet filmmakers from around the world. We are passionate about cross sector collaborations and partnerships and our unique ‘pop-up cinema’ events are a model of innovative programming in their exciting use of different, vibrant venues across the city.

Our Industry Focus programme is at the heart of the festival, creating a bustling hub of activity for emerging and developing screen practitioners. This is where we forge connections, share fresh new thinking and nurture diverse filmmakers of tomorrow.

**Glasgow Film Learning and Youth Opportunities**

Glasgow Film works collaboratively with young people, teachers, our fellow film education organisations to provide a fun and relevant programme for ages 5-25. The programme includes free Saturday screenings for families all the way through to access the industry events. Glasgow Film Youth Board is made up of young people who have graduated from one of our programmes who curate our year-round programme of free monthly Youth Screenings. Glasgow Film is also the home to Glasgow Youth Film Festival where each year young people aged 15-19 co-curate the three-day festival.

By working with a range of outreach and recruitment partners we aim to ensure that young people from all backgrounds can access our opportunities.

**Film Hub Scotland**

Film Hub Scotland, part of the BFI’s Film Audience Network and is one of the eight Hubs across the UK with the aim of extending film choice, increasing audiences, and enhancing opportunities for audiences across Scotland to deepen their relationship with film.

**Equity, Diversity and Inclusion at Glasgow Film**

Glasgow Films’ commitment to equity, diversity and inclusion is clearly stated in our vision: Cinema For All. We have a proud history and track record of diverse programming, equalities driven partnership working and developing sector leading equalities initiatives (particularly for disabled audiences). Our flagship initiatives are informed by the views of those with lived experience.

We believe in and champion the progression of Article 27 of the Universal Declaration of Human Rights: that “everyone has the right to freely participate in the cultural life of the community, to enjoy the arts [...] and its benefits.” However, significant inequalities continue to exist in accessing, participating in and working in the arts and screen sectors which are symptomatic of wider societal inequalities. Glasgow Film understands that discrimination and inequality affect people in complex ways.

During our Anti-Racism Audit, we learned more about what we need to do to embed a more actively anti-racist and intersectional approach to all of our work; both internally (with staff and volunteers) and externally (with audiences and participants). We know that we still have a lot of work to do and our new Equalities and Anti-Racism Strategy (led by the Executive) will guide us as we drive forward these changes. Our Community Engagement activities play an important part in the success of our new strategy.

Information on our community engagement and flagship equalities initiatives can be found [here](https://www.glasgowfilm.org/community).

Glasgow Film’s original commitments in response to Black Lives Matter can be read [here.](https://www.glasgowfilm.org/updates-on-black-lives-matter-commitments)

Glasgow Film has an Equity, Diversity and Inclusion strategic plan and all departments must track and report on their progress.

Glasgow Film organises annual equalities training for staff and volunteers.

Glasgow Film has a Staff and Volunteers Diversity Committee which meets quarterly.

**Job Description: Glasgow Film Festival Guest Services Assistant**

**Terms and Conditions**

Employer: The Glasgow Film Theatre Ltd.

Salary: £25,350 per annum, pro-rata

Term: Fixed-term

Hours: 35 hours per week on average and as necessary to fulfil the scope of responsibilities within the post. This will involve some weekend and evening work. You will accrue TOIL for additional hours. TOIL needs to be taken back within the contract period and be agreed with the Festival Manager.

Place of Work: 12 Rose Street, Glasgow. (We have a policy allowing some WFH days.)

Holidays: 23 days per year plus 8 currently recognised bank/public holidays. (Pro-rata)

Notice Period: 1 week for both employer and employee.

Pension: This position will be part of Glasgow Film’s auto enrolment pension plan.

Right to work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.

References: Offers of employment are subject to the receipt of references that are satisfactory to Glasgow Film.

Other benefits:        Staff membership benefits (subject to availability): free and reduced priced tickets to Glasgow Film screenings; access to staff screenings; staff rates for hot drinks in café; employee assistance programme; discounted (optional) membership at Hilton DoubleTree Gym and Pool.

Contract Dates: 6 January - 28 March 2025

Glasgow Film is an Equal Opportunities Employer and as such all positions will be offered to the candidate with the required skills for the post and without consideration to a candidate’s race, ethnic origin, nationality, religion or belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability.

**JOB DESCRIPTION: Glasgow Film Festival Guest Services Assistant**

**Responsible to:** Glasgow Film Festival Guest Services Coordinator

**Principal Purpose of the Post**

Glasgow Film Festival invites around 400 guests; from filmmakers and industry professionals, to press journalists, each year to the festival. The Guest Services Assistant will work with the Guest Services Coordinator to assist the festival by administering all aspects of the guests’ stay, liaising with them prior to arrival and ensuring they are well looked after when they reach Glasgow.

The Guest Services Assistant will develop and maintain partnership deals with local hotels and restaurants, and work with other stakeholders to identify ways to ensure guests have a positive experience whilst in Scotland. The post holder will also be responsible for maintaining databases and facilitating the flow of information regarding guests to the rest of the festival team. They will also assist in creating and managing guestlists, and facilitating network opportunities throughout the festival.

The Guest Services team consists of a Guest Services Coordinator and two Guest Services Assistant who work with all areas of the festival team to deliver the highest standard of experience for all festival guests.

**Principle Duties**

* Assist the Guest Services Coordinator, Festival Manager and Programming Teams in inviting filmmakers and VIP guests to the festival
* Support the Guest Services Coordinator in arranging the booking of all guest travel and accommodation, liaising with the guests regarding their schedules
* Support the Delegate Services Coordinator in organising festival accreditation for filmmaker guests
* Liaise with and assist the Press and Industry teams regarding travel and accommodation requirements
* Work with chauffer service and create car schedules for airport pick-ups and drop-offs
* Sourcing and booking the best deals for transport to Glasgow
* Liaise with external PR companies, agents, film distributors and travel organisations
* Create and update databases to share information
* Build schedules and welcome packs for guests
* Act as the first point of contact for guests; arrange welcomes, meet and greets, and chaperones for film screenings, dinners and social events
* Facilitate networking opportunities for guests by arranging hospitality events and entertaining guests during their stay
* Assist with sponsorship and administrative tasks as required
* Represent Glasgow Film Festival as required, potentially at external events or training

Other

* Any other relevant duties as requested by the Operations Coordinator and Festival Manager as and when appropriate
* To have a commitment to Equalities and Diversity
* To be committed to the company’s Environmental Sustainability policies
* To fully participate in company meetings and events when required
* To attend relevant training as and when required
* To help ensure Glasgow Film maintains an inclusive and positive organisational culture

**PERSON SPECIFICATION:**

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| **KNOWLEDGE** | **ESSENTIAL (E)/ DESIRABLE (D)** | |
| Broad knowledge of the film industry | E | |
| Knowledge of Glasgow and local venues, infrastructure and industry | E | |
| An understanding of and commitment to equal opportunities and to making the arts accessible to all | E | |
| An understanding of environmental and sustainability issues and commitment to assisting GFF in reducing its carbon footprint | E | |
| **EXPERIENCE** | | |
| Previous experience of festival or event administration | D | |
| Relevant experience in a similar events, festival or venue management role | D | |
| Experience in database management | D | |
| Administration experience, preferably in an arts related environment | E | |
| Working with external partners, identifying potential opportunities and building beneficial partnerships | D | |
| **SKILLS AND ABILITIES** | | |
| Excellent administrative and organisational skills with the ability to develop comprehensive systems and procedures | E | |
| Excellent interpersonal skills | E | |
| Strong problem-solving | E | |
| Ability to handle difficult situations calmly and sensitively | E | |
| Good negotiating skills | D | |
| Ability to efficiently manage a heavy workload and prioritise as appropriate to meet targets and deadlines | E | |
| Ability to use computerised systems (MS Teams, word processing, database, spreadsheets) with good keyboard skills | E | |
| Ability to work well with internal and external colleagues, collaboratively and in a team-oriented way | E | |
| Ability to work flexibly, with long days and late nights over the festival period | E | |
| **PERSONAL QUALITIES AND ATTITUDES** | | |
| Commitment to continuous improvement | E | |
| An interest in the arts, film, festivals and event management | E | |
| Tactful and diplomatic, empathetic and kind | E | |
| A positive and enthusiastic self-starter | E | |
| A collaborative team player | E | |
| Pro-active and responsible in approach | E | |
| Honest and sincere, friendly and open | E | |
| Confident, assertive and calm under pressure | E | |
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Don’t meet every single requirement? Studies have shown that women and those from the Global Majority are less likely to apply to jobs unless they meet every single qualification. We are dedicated to building a diverse, inclusive and authentic workplace, so if you’re excited about this role but your past experience doesn’t align perfectly with every qualification in the job description, we encourage you to apply.