

GLASGOW FILM /

Job Description

Guest Services Assistant

November 2023

SCREEN SCOTLAND
SGRÌN ALBA



**PEOPLE
MAKE
GLASGOW**

GFT is a company limited by guarantee, registered in Scotland No. SC097369 with its registered office at 12 Rose Street, Glasgow, G3 6RB. GFT is a registered charity in Scotland No. SC005932

GLASGOW FILM

Glasgow Film Festival Volunteer Coordinator

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'd like to apply for the post, please

1. Download and complete the application form by following this link:
<https://forms.office.com/e/aRbfBJxKbY>
2. Complete and submit the equal opportunities monitoring form by following this link: <https://forms.office.com/e/Z5HfKUmI5y>

Please note that, in line with our environmental policy, we are only handling applications electronically. The closing date is **10am on Wednesday 29 November**.

We hope to hold interviews in person (or online if required) during the week beginning **4 December**. Please let us know, in your application, whether you would be available for interview during that week so we can make arrangements for any short-listed candidates.

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

Yours truly

Debbie Aitken
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

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 almost 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 (GFF) 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 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. Short Circuit is a year-round talent development initiative for emerging and underrepresented filmmakers in Scotland delivered in partnership with Film City Futures, funded by Screen Scotland and BFI NETWORK.

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.

We are the lead organisation for the Glasgow Film Education Alliance, a collaborative film education initiative with Glasgow Film, Into Film, Glasgow City Council Better Futures and Glasgow Improvement Challenge, supported by Screen Scotland. 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

As part of the BFI's Film Audience Network, Film Hub Scotland (FHS) is one of 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.

We support a network of almost 210 film exhibitors serving Scotland's diverse population. We provide Hub members with a range of funding opportunities, screening programmes, training, networking events and audience research, helping Scotland's exhibitors broaden and deepen their programme and reach to engage with a wide and diverse audience. Film Hub Scotland is led by Glasgow Film.

Equalities, Diversity and Inclusion at Glasgow Film

Glasgow Films' commitment to equality, 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. 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 recent 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.

Information on our community engagement and flagship equalities initiatives can be found [here](#).

Information on Glasgow Film’s commitments in response to Black Lives Matter can be read [here](#).

Glasgow Film has an Equalities, Diversity and Inclusion strategic plan and all departments have to 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.

Overview of role

Glasgow Film Festival Guest Services Assistant

Terms and Conditions

Employer:	The Glasgow Film Theatre Ltd.
Salary:	£25,350.00 (pro-rata)
Term:	8 January – 29 March 2024
Hours:	37 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 i.e. before 29 March 2024, which is to be agreed with the Festival Manager.
Holidays:	23 days per year plus 8 currently recognised bank/public holidays (pro-rata).
Notice Period:	During probation 1 week, after confirmation of post 1 month for both employer and employee
Pension:	This position will be part of Glasgow Film's auto enrolment pension plan
Other benefits:	Staff membership benefits: subject to availability - free entrance to GF events, 2 free guest tickets per month
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
Start date:	8 January 2024

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

JOB DESCRIPTION: GFF Guest Services Assistant

Responsible to: Operations Coordinator

Principle Aims of the Post

Glasgow Film Festival invites around 400 guests; from filmmakers and industry professionals who represent a film, to press journalists who cover the Festival and raise our profile. The Guest Services Assistant will work with the Guest Services Coordinator to assist the Operations Coordinator and Programming team to administer all aspects of the guests' stay, liaising with them prior to arrival, ensuring they are well received when they get to 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. This role is responsible for maintaining databases and facilitating the flow of information regarding guests to the rest of the Festival team.

In the run up to the Festival you will also work with the Festival Coordinator to secure in-kind and financial support from event partners and any other tasks as required.

Responsibilities and accountabilities:

- Assist the Festival Director and programming team in inviting filmmakers and VIP guests to the festival
- Supporting the Guest Services Coordinator in arranging the booking of all guest travel and accommodation, liaise with all filmmakers regarding their schedules
- Support the Delegate Services Coordinator with organising festival accreditation for all filmmaker guests
- Liaise with the Press and Industry teams regarding travel and accommodation requirements
- Work with a chauffeur service and create car schedules for airport pick-ups
- Sourcing and booking the best deals for transport to Glasgow
- Liaise with external PR companies, agents, film distributors and travel organisations
- Creating and updating databases to share information, and building schedules for guests including a welcome package
- Act as the first point of contact for guests – arrange meeting and greeting, welcomes, chaperones for film screenings, dinner and parties
- Facilitate networking opportunities for all festival guests by arranging hospitality events and entertaining guests during their stay
- Assist Festival Coordinator with sponsorship and administrative tasks as required

Other

- Work with the Festival Director, Festival Manager, Industry Coordinator and other teams at GF as required on any appropriate initiatives
- Represent GF as required at external events, networking and training

This job description describes the principal purpose and main elements of the job at this time. It is a guide to the nature of the main duties as they currently exist but is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

Responsibilities of all Staff Members:

- (i) To be aware of the work of other departments in the achievement of Glasgow Film's strategic aims and objectives.
- (ii) To make oneself aware of, and comply with, all rules and legislation pertaining to Health and Safety at work.
- (iii) To work in accordance with Glasgow Film's Equality and Diversity Policies.
- (iv) To work in accordance with Glasgow Film's Environmental and Sustainability Policies.
- (v) To take an active part in communicating and co-operating with other staff and other departments.
- (vi) To follow approved guidelines, policies and procedures established by the organisation in relation to financial management and personnel records.
- (vii) To take part in such working groups and committees or sub-committees as may be necessary for the proper fulfilment of the organisation's strategic aims and objectives.

PERSON SPECIFICATION: Guest Services Assistant

KNOWLEDGE	ESSENTIAL (E)/ DESIRABLE (D)
Contacts in and understanding of national and international film industry	D
Understanding of technical requirements at film screenings and events	D
Knowledge of Health & Safety regulations and venue access requirements	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	D
An understanding of environmental and sustainability issues and commitment to assisting GF in reducing its carbon footprint	D
EXPERIENCE	
Previous experience of festival and event management and 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 sponsors, identify 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 ability	E
Ability to handle difficult situations calmly and sensitively	E
Excellent communication skills (both oral and written), with the ability to communicate with a wide and diverse range of people, including the general public and other stakeholders	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 (word-processing, database, and spreadsheet), 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, particularly 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	E
A positive and enthusiastic self-starter	E
Proactive and responsible in approach	E
A team player	E
Friendly and open	E
Is thorough and pays attention to detail	E
Confident and assertive	E
Calm under pressure	E