



Role: Guest Services Coordinator

Placement: June - October 2019

Location: Berwick Film & Media Arts Festival office, The Maltings, Berwick-upon-Tweed

Payment for this role is funded as part of existing PhD studentships, and is therefore only open to current PhD students from Northern Bridge consortium universities.

This is an exciting opportunity for a student to gain hands-on practical experience in cultural and event management, working with the small friendly BFMAF team.

Berwick Film & Media Arts Festival is one of the UK's leading festivals for new cinema and artists' moving image. Based in England's most northerly town, BFMAF is a dynamic forum where fresh artistic voices develop and audiences hungry for complex and challenging art are nurtured.

This role is working towards the next edition of the Festival (Thursday 19 to Sunday 22 September 2019). The role is key to ensuring that Festival guests, including filmmakers, artists, programmers and writers, receive excellent support for planning their Festival visit and during their stay in Berwick.

Key duties

- Work with Programme Coordinator to plan and book travel for all invited artists and filmmakers. This will include liaising directly with artists and filmmakers to establish itineraries and suitable travel arrangements;
- Work with Programme Coordinator to ensure all festival guests are accommodated in appropriate hotels/B&Bs/homestays;
- Work with festival CMS system Filmchief to ensure information on guests is correctly registered and up to date;
- Work with festival team and Filmchief to establish guest lists for Festival passes, and ensure this information is correctly communicated to Box Office;
- Ensure guest's arrival in Berwick is planned (station meets/airport pickups/etc) and that guests are able to check into their accommodation; assist festival guests in planning their departure and successful onward travel;
- Work with Volunteer Coordinator to effectively plan and manage the Festival Information Desk;

- Be the main point of contact at the Festival Information Desk throughout the Festival, with support from volunteers;
- Manage guest itineraries, ensuring guests are know their schedule while in Berwick, are able to access meals, and are able to attend social events; help manage festival social events;
- Assist festival guests to make contact with other guests to maximize the professional benefits for artists and arts/film professionals attending;
- Participate in post-festival debrief.

Ideally, the candidate(s) would be available:

July/August: 18 days (2 days per week)

2 September – 13 September: (6 days) 3 days per week

16 – 22 September: 7 days

W/c 23 September 1 day

W/c 30 September (1 day – Festival debrief)

Total: 33 days

What we're looking for:

- You must be a Northern Bridge award holder
- Excellent verbal and communication skills
- Excellent organisational skills
- Excellent interpersonal skills
- Initiative and creativity in problem solving
- Ability to apply research skills in a new professional context
- Ability to work effectively as part of a team
- Ability to work unsupervised when necessary
- Experience of using IT systems including Word, Excel and databases and social media
- An interest in the work of Berwick Film & Media Arts Festival

INTERESTED?

To apply, please send a 250-word expression of interest and a CV to northernbridge.admin@ncl.ac.uk by **Tuesday 14th May 2019**, explaining your interest in the placement, how you fulfil the criteria, and how this placement would support your training and development needs.

Please note that the Northern Bridge Training Grant will be able to meet reasonable travel, accommodation and subsistence costs associated with undertaking this placement.