



## Bookings & Communications Officer

### Job Description

#### Key Details

<b>Job Title:</b>	Bookings & Communications Officer
<b>Location:</b>	Black Box Office, Oh Yeah Music Centre, 15-21 Gordon Street, BT12LG Black Box, 18-22 Hill Street, Belfast, BT12LA
<b>Status:</b>	Less than Full Time, Permanent, 32 hours (4 days) per week
<b>Salary:</b>	£20,966.40 (£26,208 pro rata) with increase April 2026
<b>Pension:</b>	Opt-in (NEST)
<b>Annual Leave:</b>	25 flexible leave days plus statutory holidays (pro rata)

#### Bookings & Communications Officer Role Overview

The Bookings & Communications Officer is the front line and first point of contact for those wanting to get in touch with The Black Box. They are responsible for the day-to-day administration of the organisation and communication with audiences, artists and stakeholders. This dynamic role requires a highly organised and self-motivated individual, who has the ability to multitask.

#### The Application Process

Please send a CV and covering letter to [director@blackboxbelfast.com](mailto:director@blackboxbelfast.com) in either **Word or PDF format** no later than **3pm on Friday 5<sup>th</sup> January 2026**.

#### This should include:

1. A concise CV including any work experience, qualifications or training that is relevant to this role
2. A covering letter (no more than 2 A4 pages) telling us why your skills and experience make you the best candidate for this role based on the criteria below.
3. A completed equal opportunities form

#### Timeline:

Closing date for applications is **3pm 5<sup>th</sup> January 2026**. Shortlisted candidates will be **notified no later than Friday 9<sup>th</sup> of January 2026**.

#### Key Roles and Responsibilities:

1. Administration Systems Management & Information
2. Room Hire Bookings, Event Coordination & Box Office Systems Management
3. Marketing and Promotion
4. Team Working

#### **1. Administration Systems Management & Information**

- Act as first point of contact for the organisation, manage and direct incoming calls, emails and enquiries as required.
- Manage The Black Box Diary of events
- Process online and telephone ticket bookings



- GDPR Compliancy – stay up to date with data protection law and provide an overview to staff and management. Have a good knowledge of the sector, data protection needs and internal systems of the organisation.

## **2. Room Hire Bookings, Event Coordination & Box Office Systems Management**

- Act as the first point of contact for room hire booking inquiries. Liase with the public, promoters and festivals to ensure events are booked into the diary.
- Liaise with the Operations Manager to ensure all necessary information for events is provided.
- Set up ticketing for events and provide weekly updates on ticket sales to promoters.
- Provide administrative and in person support of events when required.
- Keep an updated record of events with box office takings, audience figures and other information on a weekly and monthly basis as required for funding reports.

## **3. Marketing and Promotion**

- Collect and compile information and images for the Black Box printed and online programme, website listing and circulation of social media.
- Design and circulate The Black Box e-mailout to mailing list subscribers and members.
- Work with the Director to Identify target audiences and create strategies to effectively engage them.

## **4. Team working**

- Have a commitment to the equality and diversity policies of the organization.
- Hold excellent communication skills, good self-awareness and understanding and ensure your manner of speaking to those you are in contact with reflects the ethos and values of the organisation.
- Understand the values and ideals of the organisation. Develop good working relations with staff, ensuring a healthy and productive working environment.
- Attend and contribute to staff meetings.

### **Essential Criteria**

- At least 1 year of administrative experience
- Excellent knowledge of Microsoft Office Suite (particularly Excel)
- Ability to multitask and be self-organised
- High attention to detail and accuracy when entering data and checking records
- Excellent communication skills

### **Desirable Criteria**

- Familiarity with Adobe editing software
- Excellent working knowledge of the Belfast and NI arts sector
- Familiarity with ticketing platforms such as Ticketsolve