

Job Description

Edinburgh International Film Festival 2018

TITLE: GUEST LIST COORDINATOR

Team: Programming
Reports to: Projects Manager
Direct Reports: Guest List Assistant (Internship)
Status: Full time, fixed term contract
Dates: Wednesday 25th April - Tuesday 3rd July 2018
Duration: 10weeks

Purpose of the role

Part of the Festival's Programming Team, the Guest List Coordinator liaises with colleagues from across the Festival and CMI (including senior managers, the Artistic Director and CEO) to create, manage and update stakeholder guest lists, and manage the full implementation of the invitation process for key EIFF stakeholder events. Events will include but may not be limited to:

- EIFF Opening Night: VIP Reception, Drinks Reception, Film Screening and After-Party
- EIFF Ceilidh for press, industry and filmmakers
- EIFF Closing Night: VIP Reception, Drinks Reception, Film Screening and After-Party

Guests at EIFF functions include industry professionals, filmmakers, press, sponsors, film talent, and also public figures and policy-makers from Edinburgh and beyond.

Principal duties and responsibilities

1. Manage and maintain guest lists for key EIFF events including Opening Night, Closing Night and the Ceilidh.
2. Ensure the checking of key stakeholder and guest contact details, in coordination with other EIFF colleagues and/or through stand-alone research.
3. Issue all invitations, track RSVPs, manage mail-out of tickets, and liaise with guests during the process. Coordinate in-person collection of tickets where required.
4. Ensure EIFF Festival Management Platform (FMP) is accurately and promptly updated with stakeholder information for future use.
5. Coordinate allocation of VIP seats at events.
6. Communication with venue staff where appropriate.
7. Liaise with the Development Team on any sponsored or externally supported activity.
8. Liaise with the Projects Manager on delivery of guest lists.
9. Provide regular updates on guest numbers and expected attendance levels.

10. As advised by the Projects Manager, manage the Guest List Assistant. Provide training and support, allocate tasks and monitor output to ensure they are effective and confident in their role.
11. On the day of events, continue to liaise with guests and assist with guest list checking and cross-referencing on the door of venues.
12. After the Festival ends, and as advised by the Projects Manager, produce detailed reports and summaries for use in future years.

General responsibilities

13. Communicate effectively with colleagues and departments across the Festival to share information, achieve deadlines and promote a positive working environment.
14. Attend meetings and provide progress reports as required.
15. Participate in the selection, induction and appraisal of people you manage.
16. Work with the Office Administrator and IT consultants to set-up workstations for people you manage.
17. Always act in accordance with EIFF policies and procedures, as outlined in the induction manual and by your manager.
18. Minimise the CMI's environmental impact wherever possible and adhere to the company's Environmental Policy. This will include:
 - recycling;
 - switching off lights, computers, monitors and equipment when not in use;
 - helping to reduce paper waste by minimising printing/copying and reducing water usage;
 - reporting faults and heating/cooling concerns promptly;
 - minimising carbon footprint when travelling.
19. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.
20. On completion of contract, complete a staff and manager report form as requested by the Recruitment Manager.
21. Contribute to the successful delivery of EIFF.

Additional information

- The role is based at the CMI's offices at Filmhouse on Lothian Road in Edinburgh.
- The appointment requires flexibility over hours of work. Normal working hours are 9am to 5.30pm Monday to Friday but weekend and evening work will be required for which no additional remuneration is payable.

Person specification

An experienced administrator with excellent IT skills, meticulous attention to detail and the ability to communicate effectively with colleagues at all levels in the organisation and with the Festival's valued stakeholders, supporters and guests. Successful candidates will be diplomatic and remain calm under pressure, using excellent customer service skills to confidently and tactfully manage high pressure situations.

Essential (E) or desirable (D) requirements

Experience

Significant experience of administrative-type work	E
Successfully working to deadlines	E
Confident in the use of IT software, including email, spreadsheets and databases	E
Customer Service	E
Working with mailing lists	E
Working directly with senior staff	D
Managing people	D
Mentoring people	D
Managing a project or activity	D
Working in a film or event related environment	D

Knowledge

Knowledge of Filemaker pro	D
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Skills and abilities

Excellent organisational skills and attention to detail	E
Excellent Excel skills	E
Excellent communication and customer care skills	E
Team working and ability to motivate others	E
Excellent English, written and verbal communication	E
Other languages	D

Personal attributes and attitudes

Administrative type with organised mind	E
Ability to work on own initiative	E
Ability to be flexible and respond to changing priorities	E
Endurance for repetitive tasks processing large quantities of data	E
Functions well under pressure	E
Integrity	E

Competencies

Managing Work

- Quickly determines tasks and resources
- Schedules work
- Develops time lines
- Co-ordinates resources
- Ensure effective completion of work through use of own and others time

Change Management

- Challenges assumptions
- Recognises organisational opportunities

- Thinks expansively
- Encourages and rewards innovation

Valuing Diversity

- Actively values others contributions and treats people fairly
- Creates an environment that appreciates diversity
- Challenges unfair behaviours and practices both internal and external

Decision Making

- Makes effective decisions which balance the varying demands of interested bodies and cost management
- Understands risk/opportunity balance
- Develops and considers alternative solutions

Teamwork

- Actively collaborates through communicating fully and openly, while showing respect for others
- Communicates fully and openly
- Balances all needs
- Facilitates goal accomplishment
- Ensures necessary team support and infrastructure in place

Updated 31 January 2018