



Capsule Events Ltd
Unit 317, Zellig
Birmingham
B9 A44

Role: Supersonic Festival Operations Assistant (Freelance Position)

Deadline for application: Wednesday 14 June, 2023

Interview date: Wednesday 21 June 2023

Start date: Tuesday 4 July, 2023

Fee: £2600 / 26 days @ £100 per day

Duration: July – September

Essential dates: the successful candidate must be available to work Supersonic Festival itself (1 – 3 September), as well as 29, 30, 31 August and 4 September.

About us and our work: Capsule crafts extraordinary work for curious audiences. Through our annual Supersonic Festival, large scale projects like Home of Metal, and Artist Development programme, we craft extraordinary new work for curious audiences. Our work is of the highest quality, authentic and inclusive.

Supersonic Festival which takes place 1-3 September in Digbeth, Birmingham, this year celebrates 20 years since its inception. It has been named as the UK's premier experimental music festival, with rave reviews from The Independent, Arts Desk and The Quietus to name but a few, and topping The Guardian's Guide to the best experimental music festivals in Europe.

In 2019 The Guardian named Supersonic 'The UK's best small festival' with a 5 star review and again for the 2022 edition we received a 5 star review, writing 'From Grove's queer swagger to Circle's ecological visions and Divide and Dissolve's call for decolonisation, this thrilling underground fest has radical utopianism at its heart' heart'.

Bringing together live performances by some of the world's most extraordinary artists, visual art, and audience participation, we create a legendary one of a kind festival. We show the best new work in ways you would least expect. Our work is dominated by the desire to explore and champion the outer edges of new and experimental cultural practice, particularly experimental music. This desire however has been equalled by our aspiration to bring such work to as diverse and large an audience as it merits.

About the role: this short-term, focused role is designed to assist the Executive Producer, working across all festival operations. This is an in person role, you will join the core team working in our Digbeth office. The successful candidate will attend weekly team meetings, typically held on Tuesdays.

During the weekend itself, this role will support a number of key functions including box office and volunteers' office, as well as providing general support, problem solving and troubleshooting to ensure the event runs smoothly.

We are a small but ambitious organisation. This role would be ideal for an emerging / early-career, freelance arts professional, keen to harness their knowledge and enthusiasm and develop their skills within a highly creative and dynamic organisation.

We actively encourage applications from practitioners who identify as at least one of the following under-represented in the music industries; Black, Asian or other underserved Ethnicity, female, LGBTQ+, from a low socio-economic background. Since its inception in 1999 Capsule has been female-led, uniquely championing female and Black, Asian or other culturally diverse artists.

As this is a freelance role we would expect the candidate to have their own laptop.

PERSON SPECIFICATION

Key duties and responsibilities: festival lead-up

- Support with all administration and tasks relating to our festival operations
- Support all aspects of festival ticketing (including audience enquiries, as well as press, guests and PA requests)
- Oversee festival volunteers applications, ensuring enquiries are responded to, that festival weekend rotas are covered, and support the volunteers briefing event
- Creating and updating data collection systems as required for funding
- Being flexible, responsive and supportive to the core team

Key duties and responsibilities: onsite during the festival

- Set up and support the smooth running of festival Box Office, including ticket sales
- Supporting with volunteers onsite, including induction and orientation
- Collating feedback from audiences, artists, guests and volunteers, and organising festival data essential for reporting
- Remaining in close contact with Exec Producer and Festival Manager to support with issues as they arise
- Troubleshooting and problem solving issues as / when to ensure things run smoothly

Essential Criteria:

- Demonstrable strong administration skills, specifically a proficiency with excel
- Experience of previous work within the arts, music, cultural or heritage sectors
- Excellent communication skills, both written and oral
- Good organisational skills, able to prioritise and problem solve
- Be resourceful, proactive, good initiative and can remain level-headed under pressure
- A self-starter, highly motivated, happy to hit the ground running
- Can work well as part of a team, as well as independently - as the role requires
- Can deal with the varied pace of the organisation's workload, being organised and energetic even during busy times
- Knowledge and interest in experimental music / arts, digital and live events.

It is desirable that the candidate has:

- Experience working as part of a small core team
- Experience working as part of a festival team
- Use of a car, particularly for the week of the festival and the weekend itself

All Capsule staff are expected to be/have:

- Team players
- Motivated and enthusiastic
- A flexible and pro-active approach to work
- A willingness to learn and develop
- Ability to manage own workload with minimal supervision
- Ability to remain calm under pressure
- Excellent timekeeping
- Excellent levels of attendance
- Warm and welcoming, contributing to the organisation's inclusive and open culture
- Approachable
- Be able to communicate effectively using appropriate means in an effective manner
- Computer literate including possessing basic word processing and spreadsheet skills
- Able to take a pragmatic view on complex issues, working well with ambiguity, able to use sound judgement and make timely decisions

To make an application, please send your CV, Cover Letter and completed Equal Opportunities form to info@capsule.org.uk by Wednesday 14 June.