

# JERSEY BATTLE of FLOWERS

**What is the role?** Box Office Street Team member

## **What will I actually do?**

Be a member of our Box Office Street Team who are on the ground in St Helier in the lead up to, and during Battle.

You will be responsible for selling tickets and providing general information about Battle to members of the public.

You will be responsible for the set up of your designated stand, flower wall, feather banners etc and the take down these items, and this includes collecting and returning to nearby storage locations.

You will be responsible for the safe handling of the technology that is entrusted to you including but not limited to the tablet, credit card scanner, wifi and modem.

Pre Battle walk around central St Helier (from the two Battle bases) and actively encourage people to come to Battle, buy tickets and be part of the magical experience Europe's largest flower festival.

Using tablets and scanners you will help members of the public buy their tickets online through our dedicated ticket portal. You will not be handling cash as we are not doing cash sales.

Engage with the younger members of the public via their key family member/responsible adult and offer balloons and encourage participation in drawing competitions.

Be Battle knowledgeable (we will provide induction training and information) so you are able to answer as many questions 'in the moment' as possible

During The Battle and Parade days you will be based from one of the Battle Box Office locations at either end of the Parade ground. You will be part of a team who will support one another to deliver a seamless ticket entrance service to Battle customers.

## **What skills do I need to have?**

Strong communication skills; including the ability to talk confidently to anyone at any time being asked questions you may not immediately know the answer to!

The ability to use a tablet and be comfortable with online purchasing. You will be trained on the ticketing purchase system so you need to be happy with learning a simple system.

A positive attitude to selling and being confident to approach people to encourage purchases.

Resilience; working with lots of different people and the public, at times it will be extremely busy and noisy.

Approachable; taking into account members of the public are paying attendees, many will be visitors and may not know Jersey or where things are - be approachable and happy to help out to make each experience and interaction a positive one.

## **What else do I need to know?**

- Is it paid?** Yes, £12 per hour, you will invoice us - this is a gross sum and we are contracting with you not employing you.
- When would I start?** From Monday 17 July 2023
- When would I finish?** After the Moonlight Parade finishes on Saturday 12 August 2023
- What are the hours** From 24th July to 10th August we need people for 5 hours per day between 1000hrs to 1500hrs (11am to 3pm) - this may increase a little depending on set up of stand, take down of stand and retrieving and returning stands to storage as well as the and weather.
- During Battle itself the hours are longer:  
Grand Parade Day - Friday - 1200hrs to 2100hrs (Midday to 9pm)  
Moonlight parade - 1600hrs to finish of parade (approximately 11pm)
- Am I needed every day?** We need people every day, Monday through to Sunday. We would like you as much as you can help us, please tell us your availability and we will work to schedule appropriately
- Where will I work?** In the run up to Battle we will have Battle Box Office stands in the centre of Town and you will be based from these locations (Charing Cross and Liberation Square)
- On the Battle Parade day and night you will work from one of the dedicated Box Office locations positioned at either end of the parade road (The Avenue).
- Will I get training?** Yes, you will be given technology training, given information to answer questions and you will have your Battle Box Office Managers Becky and Paddy as Battle Box Office Street Team Back Up
- I've another question** Please email us on [people@Battleofflowers.com](mailto:people@Battleofflowers.com)