



FESTIVAL OPERATIONS ASSISTANT

JOB PACK 2024



An Introduction to Manchester Pride

Manchester Pride is one of the leading LGBTQ+ charities in the UK. The charity is pioneering in its approach to LGBTQ+ inclusion and equality, spearheading the modern Pride movement. We are a local charity with an international reach.

Our vision is a world where LGBTQ+ people are free to live and love without prejudice and where our culture is universally celebrated.

We campaign for equality; challenge discrimination; create opportunities for engagement and participation; celebrate lesbian, gay, bisexual and transgender life; and fundraise to enrich the lives of and empower LGBTQ+ people in Greater Manchester.

We are most famous for our annual programme of Lesbian, Gay, Bisexual, Trans, Queer and Inclusive (LGBTQ+) events in Greater Manchester which each year bring more than 200,000 people together to celebrate queer life.

Our events and community focussed initiatives are at the heart of our organisational strategy, which incorporates the delivery of an internationally acclaimed and hyper localised experience for our communities, befitting a city at the heart of the Northern Powerhouse.

As a grant making charity, we raise money through our events and then distribute this to LGBTQ+ causes across the Manchester city region through our four grants programmes.

Our Vision:

A world where LGBTQ+ people are free to live and love without prejudice and our culture is universally celebrated.

Our Mission:

To authentically celebrate and liberate LGBTQ+ communities in Greater Manchester and beyond so that we can all thrive.

Our Values:

Unity: Great things are achieved by working harmoniously to achieve our vision.

Liberation: Nobody's free until everybody's free.

Joy: Celebrate and take unrivalled pleasure in queer expression and our rich, diverse culture.

Our Goals:

- Stage an annual world class celebration of LGBTQ+ life in Greater Manchester. Maintain the position of the festival on its international platform, acting as a beacon for LGBTQ+ equality in Greater Manchester and throughout the world.
- Campaign for the advancement of LGBTQ+ equality & inclusion at home and abroad. Educate people of Greater Manchester and beyond to recognise, understand and challenge discrimination against LGBTQ+ people.
- Support grassroots projects and initiatives that encourage the wellbeing of LGBTQ+ people in Greater Manchester, in line with the priorities of our communities.

Job Title:	Festival Operations Assistant
Reports To:	Festival Project Manager
Place of Work:	Manchester City Centre
Contract Type:	Summer Internship
Contract Start:	June/July 2024 depending on candidate availability
Contract End:	August/September 2024 depending on candidate availability
Pay:	£11.44 per hour (National Living Wage)
Working Week:	Average 35 hours per week

The Opportunity & Role Summary

Manchester Pride is a leading LGBTQ+ campaigning charity, whose principal activities support LGBTQ+ people and allies in Greater Manchester, and beyond. Our work aims to challenge discrimination faced by LGBTQ+ people in all of its guises.

We stage a number of events throughout the year to raise funds for our causes, including one of our flagship events and Manchester's Annual LGBTQ+ celebration; the Manchester Pride Festival.

We are looking for a highly motivated and passionate Operational Assistant to support the Manchester Pride Operations team in the delivery of the Manchester Pride Festival. The role will vary from administrative office-based support to event delivery at the live Festival and Parade.

This is an incredibly rewarding role which plays a key part in supporting the modern Pride movement in Greater Manchester and beyond.

Key Roles & Responsibilities

- Assist full-time staff with day-to-day operations and event planning.
- Manage enquiries and communications from customers via email and telephone whilst keeping track of the status of ongoing queries to ensure customer queries are successfully dealt with;
- Organise and schedule appointments and meetings for the team & external contractors;
- Taking detailed meeting minutes;
- Write and distribute email correspondence;
- Answer and direct phone calls;
- Submit and reconcile expense reports;

- Act as point of contact for internal and external clients;
- Onsite support at the Manchester Pride Festival

Skills, Experience and Qualifications

Essential

- Events experience.
- Strong communication skills (both written and verbal).
- Good interpersonal skills.
- High level of motivation and initiative.
- Methodical and organised, with good attention to detail.
- Ability to work independently and as part of a team.
- Strong IT skills and proficiency in using G-Suite as well as MS Word and Excel.
- Committed to Manchester Pride's mission.

Desirable

- Festival Experience
- Office Experience

General

All staff are required to:

- Familiarise themselves with the organisation's policies and procedures held on the HR system accessible by all staff at any time;
- Act at all times within the organisation's rules, policies, procedures and any other statutory requirements;
- Be proactive, bring ideas, suggestions and contribute to business improvement;
- Undertake training as required;
- Attend staff and team meetings as required;
- Observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues, customers and visitors; and
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skills level to respond to change.

How to Apply:

Please apply using [this form](#).

Please upload your CV, and a short statement of why you would be the perfect fit for the role in the supporting documents section.

The deadline to apply is Wednesday 29th May.