



Role title	Events and Guests Services Assistant (for the 40th Leeds International Film Festival, 29 October to 15 November 2026 / LIFF 2026)
How to apply	Please email your CV and cover letter to Daniel.Jones@leeds.gov.uk by noon on 21 September (also contact Dan if you have any queries about the role). In your cover letter please introduce yourself and let us know why you think you are suitable for the role, highlight your relevant skills, experience and knowledge, include any relevant extra information, and tell us why you're interested in this role and working for Leeds International Film Festival.
Dates	The role is to support LIFF events and guests services over 12 days between 19 October and 15 November 2026: about 8 days will be during LIFF 2026 from 29 October to 15 November, with about 4 days for preparation between 19 and 28 October. The dates will be finalised once the LIFF 2026 programme schedule is complete in early October. Each day is 8 hours and will include evening and weekend work – some days may be split e.g. 4 hours on one day, 4 hours the next.
Pay	Freelance role, £115 per day.
Structure	LIFF is part of the Leeds Arts, Events and Venues Service (LAEV) at Leeds City Council which also organises Light Night Leeds, Leeds International Concert Season, Leeds International Beer Festival, and Summer Series on Millennium Square, and operates major venues in the city including Leeds Town Hall and Carriageworks. The role will be part of the LIFF production team which also includes the Development and Production Manager, Events Manager, and Guest Service Manager.
Location	The LIFF team is based in the LAEV offices at Carriageworks Theatre on Millennium Square in Leeds city centre. There will be a mix of working at Carriageworks and at LIFF venues which include Vue in The Light, Everyman Leeds, Hyde Park Picture House and Cottage Road Cinema.
Role summary	Leeds Film is looking for an Events and Guests Services Assistant to support the delivery of the main screening and industry events during LIFF 2026 and the provision of services for guests including juries and filmmakers. The applicant should be someone with a genuine interest in helping on events and looking after guests, and be passionate about independent film and festivals.

Main responsibilities

- Assist with the practical delivery of events and hospitality activity, including opening and closing events, awards activity, receptions, jury meals, and industry events.
- Support the smooth running of events on the day, helping to make sure spaces, timings, guest arrangements and hospitality requirements are in place.
- Welcome and support filmmakers, jurors, partners, sponsors and other invited guests, helping them to navigate venues and understand schedules.
- Assist with guest lists, RSVPs, accreditation, passes, schedules and other guest-facing materials, including helping with check-in and distributing information at events.
- Support guests with practical queries during the festival, including around travel and accommodation, helping to resolve straightforward issues and escalating any significant issues to the Guests Services Manager or Events Manager.
- Help to prepare event spaces before guests arrive, including checking room layouts, signage, reserved areas, guest lists, catering arrangements, and accreditation.
- Liaise with venues, caterers and other suppliers on the day to help ensure agreed event and hospitality arrangements are delivered as planned, including checking deliveries, catering set-up and dietary requirements.
- Assist with the on-the-day delivery of industry activity, including registration and check-in, workshop lists, directing attendees between spaces, monitoring timings, supporting catering and hospitality, and liaising with Spotlight staff and venue teams.
- Help to keep live event information accurate and up to date during the festival, including guest lists, timings, event notes, contact information and any changes to arrangements.
- Support agreed access arrangements for guests and attendees, helping to make sure relevant venue, seating, route and hospitality requirements are in place.
- Assist with event close-down, handovers and follow-up notes, recording any issues, outstanding actions and useful information.
- Provide general administrative support in the lead-up to and during the festival, help to provide updates to the wider team, and undertake other appropriate ad hoc guest and events duties as required.
- Work in line with Leeds City Council and Leeds Film policies and procedures, including those relating to health and safety, safeguarding, equality, diversity and inclusion, and report any concerns or incidents appropriately.

Person specification

Essential

- Previous experience in events, hospitality, guest services or another public-facing role.
- A good administrative background, including maintaining accurate records, schedules, guest information and other event documentation.
- Excellent organisational skills, with the confidence to prioritise tasks and manage competing demands in a busy festival environment.

- A keen eye for detail and accuracy when checking and maintaining guest and event information.
- Clear, professional and confident communication with guests, colleagues, venues, suppliers and partners.
- A friendly and welcoming approach when supporting filmmakers, jurors, partners, sponsors, VIPs and other festival guests.
- Calm and professional when working under pressure, including when dealing with challenging situations, complaints or unexpected changes.
- Good practical problem-solving skills, using initiative to resolve straightforward issues and recognising when something needs to be escalated to a manager.
- Flexible and adaptable, with the confidence to respond positively to changing priorities, timings and requirements during live events.
- Good computer skills, including experience of Microsoft applications and databases, and confidence maintaining accurate digital records and information.
- Comfortable working collaboratively as part of a busy festival team, taking direction and communicating effectively with managers, colleagues, venue teams and external partners.
- Self-motivated and comfortable working independently when carrying out assigned tasks.
- A commitment to accessible and inclusive event delivery, with an awareness of different guest and audience needs and a willingness to work in line with Leeds City Council policies and procedures on equality, diversity and inclusion.
- Flexibility to work evenings and weekends during the festival and across multiple festival venues and locations.

Desirable

- Previous work at a film festival, arts festival or other cultural event.
- Experience of working with venues, caterers or hospitality suppliers.
- An interest in film, festivals and/or the wider arts and cultural sector.
- Awareness of health and safety and safeguarding considerations in public event environments.