

JESSICA AMBROSE

+447956002446

j.ambrose33@gmail.com

PROFILE SUMMARY

Freelance arts and entertainment professional with international experience across travel and arts industries. Specialising in Artist Liaison. Strong background in project management, production and delivery. Highly organised, with excellent attention to detail and strong communication skills.

PROFESSIONAL SKILLS

- Artist Liaison
- Stage Management
- Event planning & delivery
- Team management
- Travel management & logistics
- Sponsorship & development
- Building relationships
- Creative collaboration
- Marketing & social media

EDUCATION

MSc International Festival and Event Management 2018 – 2019

Edinburgh Napier University

BSc Creative Music and Sound Technology 2:1

2005 – 2008

Leeds Metropolitan University

WORK EXPERIENCE

Factory International, Manchester

Lead Artist Liaison (Freelance)

November–December 2023

Festival Artist Liaison Manager MIF23 (FTC)

May – September 2023

In 2023 I took the decision to solely peruse freelance opportunities and took on a number of contracts with Factory International for Manchester International Festival and the opening of the new venue, Aviva Studios. Reporting to the Artist Liaison Manager. My main duties include:

- Leading the Festival Artist Liaison team for Manchester International Festival 23. Tasked with booking all accommodation, international and local travel for artists, staff, executive team and guests of the festival
- Managing direct reports including two AL Administrators, AL Assistant, Ground Transport Co-Ordinator, AL Intern and three ALs on the ground at various venues throughout the city
- The team were on the ground at festival venues to support with pastoral needs, catering, riders, movement throughout the venues and ad-hoc tasks
- Keeping a broad overview of the busy travel schedule for over 300 artists
- Ensuring budgets are adhered to whilst artists have a safe and comfortable visit to Manchester
- Communicating updates to relevant stakeholders, ensuring deadlines are met
- Being the point of contact for emergency situations such as medical issues or travel delays
- Negotiating the best deals for the projects and ensuring a high level of service for visitors
- Lead Artist Liaison on the ground for The Welcome, RIBA, A Night with the Johnny Marr Orchestra, Children of Zeus & Special Guest Ghetts
- Taking care of meet and greets, riders and general wellbeing. Being the main point of contact for tour managers, agents and artists teams. Problem solving on the ground.
- Meeting with venue managers and heads of department to feedback on venue processes, adaptations to the artist liaison offer and new ways of working

FREELANCE FESTIVAL EXPERIENCE

- Sponsorship, Individual Giving and Fundraising: Hidden Door Festival, October 2022–July 2023
- Artist/Concert Support: Edinburgh Jazz & Blues Festival, July 2018, March 19 & July 22
- Venue/Stage Manager, Box Office & Artist Liaison: Hidden Door Festival, May 2018, May 19 & June 22
- Artist Relations: Envision Festival, Costa Rica, February 2020
- Sponsorship & Development Event Assistant: Edinburgh International Festival, July–August 2019
- Stage Manager: Solas Festival, Perth, June 2018
- Stage Production: Vancouver Folk Festival, Canada, July 2017
- Production Assistant: Squamish Valley Music Festival, Canada, August 2015
- Games Maker, Technology Team: London 2012 Olympics, July–August 2012

Hidden Door Festival, Edinburgh

Various roles- Production, Programming, Development (Volunteer) May 2018 – July 2023

Hidden Door Festival is run entirely by volunteers, I have been involved for several years in various roles across the team. Reporting to the Operations Manager, my duties included:

- Designing and implementing the Corporate Sponsorship and Individual giving packages
- Working with local businesses to undertake promotion of the festival, including live performances and community events
- Supporting with the programming of the music open call
- Artist Liaison and Stage/Venue Management
- Contributing to the wider festival planning and delivery as part of the core team of 20 people

Ambassador Theatre Group, Edinburgh & Glasgow

Sales and Development Officer for Scotland (Full Time, Permanent) May 2018–July 2023

I worked across all the ATG venues in Scotland, including the UK's largest all seated theatre.

Reporting to the Theatre Directors. My main duties included:

- Audience development, creating and delivering initiatives to attract new theatre attendees
- Community outreach as the local face of the venues. Bringing in new groups and negotiating with producers to create offers for groups who may face barriers to theatre attendance
- Fostering relationships with local businesses, creating partnerships and collaborations.
- Sales, identifying key areas for growth. Negotiating deals and exclusive rates with partners
- Representing the venues at industry events, building a local network of businesses

STA Travel, Edinburgh, York and Leeds

November 2010 – August 2020

Travel Expert/Interim Store Manager (Full Time, Permanent)

During my time at STA I worked as a Travel Expert and covered management duties in York and Leeds. I took travel breaks to work for a year in New Zealand and two years in Canada. Reporting to the store manager. Key Responsibilities included:

- Planning complex itineraries, including round the world travel. Itineraries included flights, overland travel, accommodation, visas and individual experiences
- Working to targets, consistently exceeding individual sales targets and meeting KPIs
- Managing, training and mentoring a team, resulting in a significant performance improvement
- Administration and time management including diary management, airline schedule changes, customer appointments and working to deadlines.
- Relationship cultivation including customer service, complaint handling, helping customers in challenging situations while abroad and follow ups to encourage repeat business
- Working with suppliers across a range of products, cultivating and maintaining relationships

Edinburgh International Festival, Edinburgh

Sponsorship & Development Event Assistant (FTC) July 2019 – August 2019

Reporting to the International Lounge Manager. Key Responsibilities included:

- Managing the International Lounge events across four venues, hosting high value donors, major sponsors, important stakeholders and guests of the festival
- Ensuring sponsor agreements were met, liaising with in-kind partners to arrange donation arrangements and adequate branding was on display throughout venues
- Compiling press and social media coverage for the annual report and stakeholder updates
- Keeping invites and guest-lists up to date, managing correspondence with festival patrons

ADDITIONAL WORK EXPERIENCE

- Administrative Officer (FTC), Department of Health and Social Care: October–November 2020
- Operations Executive (FTC), Prince's Trust Scotland: November 2021 – December 2022
- Guest Service Supervisor (FTC), Ziptrek Ecotours: April– October 2013, 2015 and 2017
- Senior Ticket and Validation Host (FTC), Whistler Blackcomb: October 2014/16–April 2015/17
- Reservations Agent(FTC), Stray Travel New Zealand: November 2012–March 2013

TRAINING AND CERTIFICATIONS

- Digital Copywriting Principles with the Chartered Institute of Marketing, September 2022
- Short courses in: Motivating your team, Thinking Creatively, and Building Resilience with City of Glasgow College, September 2021
- Virtual Academy with Stripe Communications, September 2020
- Event Safety and Security with Mind Over Matter Consultancy, May 2018