



Vacancy Manifesta 16 Ruhr Group Booking Assistant

What is Manifesta?

Manifesta rethinks the relations between culture and society by investigating and catalysing positive social change in Europe through contemporary culture in dialogue with the social sphere of a specific place. Since 1996, the Manifesta biennial takes place in a different European city every two years. Manifesta 16 Ruhr will take place across a variety of cities in the Ruhr Area and will focus on transforming former churches into space for culture and community. The Manifesta 16 Ruhr headquarters are in Gelsenkirchen-Ückendorf. The Education and Mediation team is looking for a **Group Booking Assistant** to join the department and to implement and manage the Manifesta 16 Ruhr booking system.

Education and Mediation programme

The Education and Mediation department is an important creative force of the biennial that develops and takes care of the relationships with the host region, alongside the team of Creative Mediators. Having the principle of mediation at the core, it aims at making the biennial programme respond to the interests and needs of non-professional audiences, proposing programmes with a foreseen legacy, that combine research, artistic practice, pedagogy, mediation and community work.

Job Description

As part of the Manifesta 16 Education and Mediation team, the **Group Booking Assistant** will support the Head and Coordinators of Education and Mediation in their daily tasks and activities. This role will focus on the implementation of the biennial's mediation programme. They will be mainly responsible managing the requests for Manifesta 16 mediated tours and other activities, as well as coordinating the work of mediators' team together with the Mediation Assistant.

Core tasks and responsibilities

Before the Biennial opening:

- Setting up the booking system and scenario's for groups and individuals.
- Implementation and finetuning of the booking system of Manifesta 16 together with Mediation and Business teams

Manifesta 16 Ruhr gGmbH
Kronprinzenstr. 35
45128 Essen
Germany
TAX Number 112/5978/1340

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- Managing communication and audience development actions and visibility in M16 Ruhr outlets together with Communication and Marketing Department.
- Ensuring the communication and possible integration with external booking platforms (incl. other systems used indifferent municipalities).
- Managing incoming requests for mediation activities.
- Together with Mediation Team, assisting to the Manifesta 16 mediators' training and their individual research.
- Together with Mediation Team, setting up Mediators' protocol in order to assure smooth communication and workflow
- Together with Mediation Team, developing the evaluation system of Manifesta 16 mediated activities

After the Biennial opening:

- Managing all incoming booking requests for mediation activities through the booking system.
- Managing working schedule, shifts and working hours of Manifesta 16 mediators.
- Implementing the evaluation system of Manifesta 16 mediated tours.
- Together with Business team, setting up, monitoring and reporting on the payments related to mediated tours
- Together with Mediation Team, initiating team-building activities for Manifesta 16 mediators.
- Monitoring, reporting and evaluating the audiences' feedback and developing responsive actions.

Candidate's profile

- Proficiency in Excel and precision while working with numbers
- Great hospitality skills and ability to provide excellent customer service
- Experience in education and socio-cultural projects
- Genuine enthusiasm for promoting participation in cultural events
- Excellent communication, diplomacy and conflict resolution skills
- Experienced in adopting different communication styles depending on the audience
- Excellent team-building skills
- Ability to provide and receive feedback, empathic skills
- Solution-oriented thinking
- Excellent accuracy and attention to details
- A self-starter with pro-active attitude and ability to prioritize workload
- Fluent in German and English. Knowledge of other languages is highly appreciated

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- Experience in using museum booking systems highly appreciated

Employment conditions

The **Group Booking Assistant** needs to be based in the Ruhr Area for the full duration of the contract. Occasional travel may be required.

Starting date: From the first of December 2025 , until the end of October 2026. This is a full-time position which requires occasional work on evenings and weekends.

Manifesta 16 Ruhr cannot consider applicants who wish to combine this function with another job or occupation.

Diversity and inclusion are firmly anchored in our corporate culture. Therefore, we welcome all applications, regardless of gender, age, disability, religion/belief, ethnic origin or sexual identity.

You can find our data protection information [here](#).

Application

Please send your letter of motivation and CV in English by 31.08.2025 to m16jobs@manifesta.org, with **Group Booking Assistant** in the subject line of the email. Interviews will be conducted by Elena Blesa Cábez, Head of Education and Mediation Department, or a delegate from her department. Interviews will take place in September in Gelsenkirchen or online.

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