

JOB DESCRIPTION TEMPLATE

JOB TITLE	Box Office & Administration Assistant
CONTRACT STATUS	Permanent Full Time
SALARY	£23,000 per annum 25 days annual leave per annum
HOURS	37.5 hrs per week based on a shift pattern including weekends and evenings.
RESPONSIBLE TO	Box Office & Reception Manager
OTHER KEY WORKING RELATIONSHIPS	Internal: Finance team, Director of Marketing & Customer Service, Buildings & Facilities Manager, Technical Manager, Catering Manager, Bars and Catering staff; Marketing team; Head of Development; Development team
	External: customers, visiting companies, visitors to the building

The customer service team is the first point of contact for the public at the theatre. We are seeking a motivated and enthusiastic all-rounder to support our box office, front of house and administration functions.

JOB PURPOSE

To work across the box office, front of house and administration teams, taking responsibility for selling tickets, memberships and events, processing reports and sales information using our box office sales system (Spektrix) and acting as event duty manager as required.

To support the Box Office & Reception Manager and Deputy Box Office & Reception Manager and deliver excellent customer service in line with the style and ethos of the Yvonne Arnaud theatre.

THE PERSON

You will be happy working in a lively, frequently changing environment; demonstrate a great attention to detail and excellent IT skills, confident with managing data, as well as being customer focussed and able to work on your own initiative.

Experience in a theatre or arts environment is an advantage, but not vital.

DUTIES & RESPONSIBILITY

Box Office and ticketing

- To sell tickets, memberships and other events from the theatre box office using the Spektrix ticketing system; taking responsibility for financial processes and cash handling, if required, ensuring accurate data entry.
- Build shows and other events in the ticketing system, in liaison with the Box Office & Reception Manager and marketing team.
- Set up and run sales reports as requested.
- Up-sell other merchandise items, such as food for the Catering Team (via Spektrix), programmes for shows and any other ancillary items that may be on offer.
- Make donation asks for the Theatre's fundraising initiatives at point of sale (over the phone and in person).
- Professionally and effectively deal with any customer complaints and know when they need to be escalated to the Deputy Manager or Box Office Manager.

Administration

- To support the administration of the theatre Friends and Standard level Vanbrugh supporter schemes. Including, but not limited to:
 - Issuing renewals
 - Direct debit processing and recording
 - Supporting members with any queries
 - General venue admin as may arise including sales of creative learning projects, and classes.

Front of House

- To act as a support Duty Manager, on a rota basis, taking responsibility for the success of performances in the venue. To include, but not limited to
 - Responsibility for the safety of the audience before, during and after performances.
 - Liaise with Front of House Volunteers to organise where they will be working on a show including managing breaks and motivating staff, including the promotion and sales of merchandise.
 - Ensuring public areas, foyer, auditorium and toilets are presentable and always welcoming.
 - To be a trained First Aider, managing of incidents and emergencies while on duty.
 - Undertaking accurate cashing up of all Front of House floats including the Mill Studio and maintain accurate records for the Finance Department.
 - Taking responsibility for securing the building after performances

Other

- Demonstrate an understanding of the theatre’s values, ethos and mission and to promote these through everyday practice in the role.
- Comply with all legislative, regulatory and policy requirements as appropriate.
- Comply with the theatre’s financial regulations and procedures.
- Observe the policies, procedures and practices of Health & Safety in all aspects of the role.
- Demonstrate the value and importance of equality and diversity in every aspect of the theatre’s work and show commitment through everyday practice in the role.
- Work in accordance with and promote the theatre’s environmental sustainability policy and practices.
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
- Participate in theatre events including when these are held in the evenings, at weekends or otherwise outside of normal working hours.
- Undertake such other duties as may reasonably be required from time to time.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	<ul style="list-style-type: none"> • Excellent organisational skills and ability to multi-task especially during very busy periods • Demonstrable attention to detail • Strong communications skills • Demonstrable IT skills • Commitment to high levels of customer service • Complaint handling experience • Cash handling experience 	<ul style="list-style-type: none"> • Experience of working in an arts venue • Experience of motivating team members
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to A Level/ Higher National Diploma/BTEC or equivalent 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of a customer facing role • Experience of data management 	<ul style="list-style-type: none"> • Experience of venue box office • Experience of using a CRM ticketing system (such as Spektrix)

		<ul style="list-style-type: none"> • Experience of customer service training
PERSONAL QUALITIES	<ul style="list-style-type: none"> • A positive, adaptable attitude and an ability to work under frequently changing circumstances • A passion for live theatre and entertainment • A good communicator and forward thinker. • A pro-active drive to seek other work and tasks during quieter periods 	

How to apply

Please complete the application form and send with a covering letter explaining your reasons for applying and your suitability for the position.

Please email your application to: salowe@yvonne-arnaud.co.uk

The Yvonne Arnaud Theatre encourages people from any background to apply for any of its current vacancies.

We are committed to creating a team which is representative of our society and to bringing together those with a variety of skills and experiences, to help shape what we do and how we work.

We are particularly keen to hear from black, Asian and minority ethnic and disabled candidates. All disabled candidates who demonstrate that they meet the essential criteria for any of our positions will be invited for an interview.

Data Protection – If you apply for a job or work experience at the Yvonne Arnaud Theatre, we will need to collect certain personal data and special category data as part of your application. By providing information within your CV and covering letter, you are consenting to its use for the purpose of processing your application and assessing your suitability to the position applied for. If your application is unsuccessful, our policy is to delete/destroy the application six months after the closing date. If we feel that your details would be useful to keep for a longer period, should an appropriate position arise in the future, we will seek your permission to maintain these records for longer than six months.

Notification – While it is normally our policy to notify applicants as to the outcome of their application as soon as possible after the closing date, it is not always possible to do so. If you have not heard from us within four weeks of the closing date, please assume that your application has not been successful.