

JOB DESCRIPTION

JOB TITLE:	Box Office Assistant	REFERENCE:	BOA0719
-------------------	----------------------	-------------------	---------

OVERALL PURPOSE OF THE ROLE:

The Box Office Assistant will play an important role in the Box Office Team and have responsibility for dealing with customer queries, handling transactions and selling tickets. As front facing staff, the Box Office team is key to providing the highest levels of customer service.

MAIN TASKS

The role holder is required to:

- Provide exceptional levels of customer service.
- Answer enquiries and provide information about all events and services both on the telephone and face to face as well as dealing with all emails from the Brewery website.
- Provide a sales service for customers with the tickets and bookings they request as well as cross selling and up selling including Visual art sales.
- Assist audience development and help maintain databases by collating information and inputting customer details onto the computer system, SPEKTRIX, in order to provide the correct bookings and tickets for customers and gather comprehensive information for marketing purposes.
- Ensure all data is maintained in compliance with the Data Protection Act/General Data Protection Regulation.
- Provide the first point of contact for all visitors to the Brewery, acting as receptionist where needed to ensure all meetings between departments and customers are facilitated as well as communicating with other departments, as necessary, when queries arise.
- Maintain knowledge of activities within the Brewery Arts Centre to ensure users of the Centre are informed of the events, and proactively promote offers and deals in all areas of the Brewery.
- Provide support to the Creative Learning department including enrolling students, answering and following up with any additional queries or amendments. Contacting students regarding any changes or cancellations made by the Adult Learning Manager.
- Support the fundraising department in asking for donations over the phone and at the counter
- Handle cash, cheques and credit cards to provide the required service.
- Process the franking of mail as instructed.
- Carry out administration as necessary for the efficient running of the department.
- Assist with the setting up of events, including Creative Learning courses and catering events on Spektrix.
- Carry out the role of Senior Box Office Assistant, if required, which includes cashing up and reconciling monies (would be paid at senior rate).

Everything we do should have the overall aim of ensuring the Brewery's Vision, Mission and Values are achieved.

This list is not exhaustive. The organisation is changing all the time and therefore may amend your duties. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.

PERSON SPECIFICATION

JOB TITLE:	Box Office Assistant
-------------------	----------------------

QUALIFICATIONS & WORK EXPERIENCE	
Essential	Desirable
<ul style="list-style-type: none"> • Experience in a similar role or environment. • Experience of working in a customer focused environment • Experience of cash handling, card payments and using a till system 	<ul style="list-style-type: none"> • Experience of working with a ticketing/box office system. • Experience of working in an arts environment
SKILLS	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent telephone manner • Excellent communication skills (verbal and written) • Excellent organisational skills • Competent in the use of Microsoft Office Word, Excel and Outlook • Strong numeracy skills and high levels of accuracy 	<ul style="list-style-type: none"> • Good typing skills • Knowledge/Awareness of the Data Protection Act.
PERSONAL QUALITIES	
Essential	Desirable
<ul style="list-style-type: none"> • Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally • Commitment to personal and professional development with a willingness to learn new skills. • Ability to work under pressure, multi-task, work to strict deadlines and complete tasks sometimes with conflicting demands • Ability to work well on own initiative and co-operatively as part of a team • Ability to be flexible and respond to changing situations • Ability to deal with complaints • Ability to negotiate and be assertive when necessary • Excellent time keeping skills, conscientious and punctual • A keen eye for detail • Smart personal appearance • An interest in the arts. 	
OTHER REQUIREMENTS	
Essential	Desirable
<ul style="list-style-type: none"> • Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends. 	<ul style="list-style-type: none"> • First aid certificate or willingness to obtain one.

TERMS & CONDITIONS

JOB TITLE:	Box Office Assistant
-------------------	----------------------

Contract:	Permanent
Pay:	£8.31 per hour
Hours:	<p>Average 16 hours over two weeks. Regular hours will be:</p> <p>Week 1 – Mon & Tue 12pm to 8.15pm</p> <p>Week 2 – Sun & Mon 12pm to close (approximately 8.45pm)</p> <p>Some cover for holidays, sickness and busy periods will also be required. Box Office is open 7 days per week.</p>
Holiday Entitlement:	<p>6 weeks' holiday per annum, rising to 7 weeks after 3 years' continuous service</p> <p>Inclusive of fixed days (currently Christmas Day, New Year's Day and another date in January to be announced each year). Other bank holidays are considered normal working days; therefore, they are NOT in addition to annual leave entitlement</p>
Pension:	<p>The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008.</p> <p>Depending on your age and earnings; you may automatically be entered into the Group Personal Pension Plan and contributions are matched by the company in line with the regulations.</p>
Discretionary Benefits:	<ul style="list-style-type: none"> • Complimentary tickets for events and cinema for staff + one can be requested (conditions apply and if the event sells out complimentary tickets are not available). • Discount on food in our catering outlets for staff + one. • A parking permit is given to staff to be used while at work.
Age Limitation:	N/A
Reports to:	Box Office Manager
Responsible for:	N/A
Union:	<p>The Broadcasting, Entertainment, Cinematograph & Theatre Union (BECTU) is recognised for collective bargaining purposes at the Brewery Arts Centre Trust and its trading subsidiary, Kendal Catering Company. All employees are recommended (whilst not required) to join the union to enjoy the many benefits including representation in collective bargaining on workplace issues such as pay, terms and conditions, health and safety and representation in any disciplinary or grievance procedures.</p>