JOB DESCRIPTION

JOB TITLE:	Box Office Administrator	**REFERENCE**:	BO1126

OVERALL PURPOSE OF THE ROLE:

The Box Office Administrator is a customer facing role that will support the Box Office team to provide exceptional customer service and support on the administration of the ticketing system at Brewery Arts. This covers ticketing and enquiries for all activities across cinema, live events, classes, venue hire and hospitality.

MAIN TASKS

The role holder is required to:

1. Respond to customer enquiries in person, by email and phone and provide excellent customer service.
2. Use the Box Office system (Spektrix) to sell tickets to events, films and courses, processing card and cash payments.
3. Scan customer tickets prior to events/film and offer support to customers when needed, for example booking tickets if customers arrive without a pre booked ticket.
4. Be available to work flexible hours including evening and weekends.
5. Work mandatory shifts over busy events or festivals as and when required to do so by the Venue & Events Manager and/or Operations Director.
6. Act as a first point of contact for people entering the building and be responsible for ensuring a welcoming and safe environment.
7. Assist the Venue & Events Manager to develop the sales and customer relationship management system, supporting marketing, audience development, memberships and fundraising and helping to maximise sales.
8. Set up and maintain events, courses and other activities, on the ticketing system (Spektrix) accurately and within strict deadlines.
9. Liaise with the online ticketing system company, Spektrix, regarding system updates, resolving issues, training, and enhancements.
10. Monitor sales, seat availability and ticket agency sales, responding to changes required, maintaining a high standard of attention to detail.
11. Plan and implement event set ups on the ticketing system, pricing and on-sale schedules and liaison with ticketing agencies, in consultation the Venue & Events Manager and the Programme Managers.
12. If events are cancelled or postponed, work with the wider team to contact and update customers.
13. Ensure customer data is maintained in compliance with the Data Protection Act/General Data Protection Regulation (GDPR).
14. Produce reports on sales activity as and when required.

This list is not exhaustive, and your duties may be amended from time to time. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.

PERSON SPECIFICATION

We welcome and encourage applications from anyone who can demonstrate how they meet the criteria for the role. We especially welcome and encourage applications from people with backgrounds currently underrepresented in our organisation, particularly those who are Black, Brown or minoritised, who are LGBTQ+, or who are disabled. If you would like the selection panel to know you are from a background currently underrepresented at Brewery Arts, please tell us in your Personal Statement in the Job Application Form.

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QUALIFICATIONS & WORK EXPERIENCE	
• Experience of delivering excellent customer service	• Essential
• Experience of working in an arts or entertainment venue	• Desirable
• Experience of ticketing systems and sales	• Desirable
SKILLS	
• Excellent customer service skills	• Essential
• Excellent communication skills (verbal and written)	• Essential
• Excellent telephone manner	• Essential
• Excellent organisational skills	• Essential
• Competent in the use of Microsoft Office Word, Excel and Outlook	• Essential
• Strong numeracy skills and high levels of accuracy	• Essential
PERSONAL QUALITIES	
• Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally	• Essential
• Commitment to personal and professional development with a willingness to learn new skills.	• Essential
• Ability to work under pressure, multi-task, work to strict deadlines and complete tasks sometimes with conflicting demands	• Essential
• Ability to work well on own initiative and co-operatively as part of a team	• Essential
• Ability to be flexible and respond to changing situations	• Essential
• Ability to negotiate and be assertive when necessary	• Essential
• Excellent time keeping skills, conscientious and punctual	• Essential
• A keen eye for detail	• Essential
• A strong interest in the programme at Brewery Arts.	• Essential
• A Disclosure & Barring Service (DBS) check (formerly CRB Disclosure) is required for this position.	• Essential

TERMS & CONDITIONS

JOB TITLE:	Box Office Administrator

Contract:	Permanent
Pay:	£12.90 per hour
Hours:	Average 12 hours per week (excluding lunch breaks) Evenings and weekends essential
Holiday Entitlement:	Permanent - 6 weeks' holiday per annum, rising to 7 weeks after 3 years' continuous service. Entitlement is 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
Pension:	The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008. 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.
Discretionary Benefits:	• 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:	Venue & Events Manager
Responsible for:	N/A
Notice Period:	4 weeks
Union:	An agreement governing pay and terms and conditions of employment exists between the Kendal Brewery Arts Centre Trust Ltd and the Broadcasting, Entertainment, Communications and Theatre Union, and provides for the settlement of disputes between workers and management. One of its provisions is the agreement by management to recommend non-union members to join.