

BOX OFFICE ASSISTANT
Application Pack
February 2017

JOB DESCRIPTION: BOX OFFICE ASSISTANT

Head of Department: Al Morley, Commercial and Operations Director
Reports to: Anna Perry and Lacey Webdale, Theatre Managers

Salary: £18,000 per annum

Cambridge Arts Theatre

Cambridge Arts Theatre is an independent theatrical charity. We're here to nurture a lifelong love of the performing arts and to secure the future of our theatre for future generations.

Purpose of role

To be an effective member of the Arts Theatre sales team, whose aim is to maximise each sales opportunity and provide an efficient and welcoming service to all customers and visitors to Cambridge Arts Theatre.

Main duties and responsibilities:

- Process bookings by phone, post and over the counter efficiently and positively
- Maintain excellent standards of customer service and care
- Ensure a comprehensive knowledge and understanding of all productions at Cambridge Arts Theatre
- Actively promote and upsell events, merchandise and catering during the booking process
- Act as first point of contact for all customer enquiries
- Liaise with other staff and visiting theatre companies as directed
- Maintain good housekeeping of the Box Office database (The Patron Edge)
- Assist with administration of the Supporters' scheme in conjunction with Fundraising staff as needed
- Assist with general Box Office administration
- Schedule and run reports as required for internal and external circulation
- Complete cashing up and banking accurately and efficiently
- Ensure accurate data collection for marketing purposes
- Adhere to the current Data Protection Act
- Participate in telesales campaigns as required
- Ensure that publicity for all events is kept up to date and at hand for both staff and customers
- Staff remote box office outlets as required (for example at the summer Shakespeare's Globe performances in the College Gardens)
- Attend relevant training courses as required

The following generic responsibilities apply to all Cambridge Arts Theatre staff:

- To participate actively in the life of the Theatre
- To regularly attend Arts Theatre productions and education projects including press nights/first nights and other special events
- To attend meetings and events as required
- To assist other departments as required
- To work on other projects and activities as required and to play an active role in achieving the aims and targets of the organisation
- To carry out administrative work generated by the above activities
- To have a flexible approach to working hours
- To maintain a clean and tidy working environment
- To be presentable, well-organised and have good timekeeping

- To comply with Cambridge Arts Theatre's Equal Opportunities, Health and safety and other policies at all times

The list of responsibilities is not exhaustive and the employee may be required to perform duties outside of this list as operationally required and at the direction of the Head of Department.

Person Specification

- Excellent interpersonal skills with highly professional manner when dealing with the public, both on the telephone and in person
- Computer literate and high standard of written English
- Experience of handling cash transactions and dealing with confidential information
- Conscientious and well-presented
- Exemplary time-keeping and multi-tasking skills
- The ability to work effectively as an individual or as part of a team
- A proactive and flexible approach to work

Box Office sales experience and an interest/background in theatre administration is desirable, but not essential for this role. Full training in the use of the ticketing system (The Patron Edge) will be provided.

Terms and Conditions:

Salary:	£18,000 per annum
Hours of Work:	Based on a 40-hour week. Due to the nature of the role, Box Office staff are required to work evenings and weekends. There is no overtime paid and no formal time off in lieu system.
Holidays:	20 days per year
Probationary Period:	3 months
Notice period:	Following the completion of a successful probationary period, the notice period is 1 month
Pension:	The employer offers a stakeholder pension with Standard Life whereby contributions can be deducted from salary.

To apply for this position please email a CV and covering letter outlining your suitability for the role as outlined in the job description to recruitment@cambridgeartstheatre.com

Closing date for applications: 5pm, Wednesday 22 February

Interviews: w/c 27 February

All appointments are subject to satisfactory references

Cambridge Arts Theatre is an equal opportunities employer welcoming applications from all sections of the community.