

Box Office Assistant Application Pack

May 2021

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Dear Applicant,

Thank you for your interest in the post of Box Office Assistant at Cambridge Arts Theatre.

If you would like to apply for this position, please e-mail a CV, detailing your full employment history, academic and professional qualifications and a covering letter of **no more than 500 words** that outlines your suitability for the role to: kcollins@cambridgeartstheatre.com

The deadline for all applications is **Monday 17 May, 12 noon**.

I look forward to receiving your application and thank you for your interest in the work of Cambridge Arts Theatre.

Yours sincerely,



Kat Collins
Head of Sales and Marketing

E: kcollins@cambridgeartstheatre.com

T: 01223 578930

CAMBRIDGE ARTS THEATRE

JOB DESCRIPTION

JOB TITLE: Box Office Assistant
RESPONSIBLE TO: Box Office Manager / Head of Sales and Marketing

Cambridge Arts Theatre

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

Purpose of role

This role supports the work of the Sales and Marketing department and is perfect for anyone looking to start their career in the arts industry.

Reporting to Head of Sales and Marketing and working closely with the Box Office Manager, the Box Office Assistant is the first point of contact for all customer and visitor enquiries, processing ticket bookings. The role also allows the individual to assist all departments with general Theatre administration.

KEY RESPONSIBILITIES:

- To be a proud and proactive member of the Arts Theatre sales team
- To provide a consistently focused, caring service and a warm welcome to all customers and visitors to Cambridge Arts Theatre
- To process ticket bookings by phone and over the counter accurately and efficiently
- To maximise every sales opportunity at the box office by promoting the best tickets and experience available to customers
- To work at Stage Door during the day answering customer calls and fulfilling the requirements of a Stage Door Keeper as directed by the Box Office Manager
- To proactively cross-sell Supporters' Circle memberships and promote all the benefits of this scheme
- To assist with the administration of the Supporters' scheme in conjunction with the Box Office Manager and Head of Development
- To assist the Box Office Manager to accurately complete cashing up and banking
- To maintain accurate customer records using the Box Office database (Cambridge Arts Theatre uses Tessitura)
- To assist in scheduling and running sales reports as required for internal and external circulation
- To help ensure that publicity material for all events is kept up to date and at hand for both staff and customers

PERSON SPECIFICATION

ESSENTIAL

- An interest and desire to build a career within the theatre industry
- A degree-level education, preferably in an arts subject
- First class written English skills
- Interest in and commitment to the work of Cambridge Arts Theatre, combined with a strong interest in theatre and/or the arts in general
- Previous experience in a customer service/customer facing role
- A positive attitude with excellent self-motivation and ability to work on your own initiative
- Committed, energetic and motivated team player
- Excellent organisation and planning skills with the ability to work flexibly under pressure, to prioritise and to meet deadlines
- Ability to communicate effectively with people at all levels, both internally and externally
- Excellent eye for detail and exemplary proofreading skills
- Proven IT skills and previous experience of social networking

DESIRABLE

- Working knowledge of a ticketing system or CRM database (Cambridge Arts Theatre uses Tessitura)
- Previous experience of sales work, preferably in the arts industry

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

- Participate actively in the life of the Theatre
- Regularly attend Arts Theatre productions including weekly press nights and other special events
- Attend meetings and events as required
- Assist other departments as required
- Work on other projects and activities as required and play an active role in achieving the aims and targets of the organisation
- Carry out administrative work generated by the above activities
- Have a flexible approach to working hours
- Maintain a clean and tidy working environment
- Be presentable, well-organised and have good timekeeping
- 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 Line Manager.

Cambridge Arts Theatre is an equal opportunities employer welcoming applications from all sections of the community. We particularly encourage applications from those who are currently under-represented both at the Arts Theatre and more widely in the industry. For example, but not limited to, applicants who experience barriers and inequity due to ethnicity, disability, gender identity, sexuality and/or socio-economic background.

TERMS AND CONDITIONS:

Salary:	c. £18,000 - £20,000 per annum, depending on experience.
Hours of Work:	Based on a 40-hour full-time week. Evening and weekend work required. There is no paid overtime and no formal time off in lieu system.
Holiday entitlement:	20 days for full time staff
Probationary Period:	3 months
Notice Period:	Following the completion of a successful probationary period, the notice period is 1 month
Pension:	The employer offers an auto-enrolment pension with Standard Life.

Closing Date for Applications: Monday 17 May, 12noon.

Appointment subject to references.