







<b>Job Title</b>	<b>Casual Evening Box Office Assistant</b>
<b>Job Level</b>	TBC
<b>Location</b>	West End Centre
<b>Workstream</b>	Culture Hubs
<b>Function</b>	Front of House
<b>Line Manager</b>	General Manager
<b>People Leadership</b>	N/A
<b>Diversity &amp; Inclusion</b> We are committed to promoting equality and diversity and a culture that actively values difference.	
<b>Role Purpose</b> Working under the guidance of the Duty Manager, assisting in the smooth running of the venue Box Office to deliver a high standard of service and customer satisfaction.	
<b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Deliver the highest standards of customer service at all times, contributing to an excellent visitor experience within our venues.</li> <li>• Provide a professional and friendly welcome to all our customers ensuring that all customer requests and queries are responded to promptly and effectively</li> <li>• Answering the telephone, taking bookings in person, dealing with all box office and reception desk enquiries.</li> <li>• Selling tickets for live events / workshops / classes using the venue's Box Office system (currently Ticketsolve, to be replaced by Spektrix in 2022)</li> <li>• Process card and cash transactions, ensuring compliance with the trust's cash handling policies and financial procedures.</li> <li>• Responsible for keeping the Box Office area clean and tidy at all times, ensuring that it is ready to open, presenting a favourable first impression to visitors, and clean at the end of shift.</li> <li>• Follow operating procedures and comply with all necessary Health &amp; Safety guidance, undertaking the appropriate training to open our venues to the public and carry out the role safely.</li> <li>• Support any other duties as required.</li> </ul>	
<b>Experience, Skills and Qualifications:</b> <u>Essential:</u> <ul style="list-style-type: none"> <li>• Experience working within a customer lead environment</li> <li>• Experience with IT systems</li> <li>• An excellent communicator, who enjoys face to face interactions and meeting new people</li> <li>• Experience of accurate cash handling</li> <li>• Able to work quickly and efficiently at peak times such as beginning of shows and performance intervals</li> <li>• Experience of working as part of a team</li> </ul> <u>Desirable:</u> <ul style="list-style-type: none"> <li>• Previous experience of working Box Office / Reception Desk and customer facing role would be ideal but is not essential</li> <li>• Previous experience of Box Office IT systems</li> </ul>	

<p><b>Delivering Results and Meeting Customer Expectations</b></p> <ul style="list-style-type: none"> <li>• Focuses on customer needs and satisfaction</li> <li>• Sets high standards for quality and quantity</li> <li>• Monitors and maintains quality and productivity</li> <li>• Works in a systematic, methodical and orderly way</li> <li>• Consistently achieves project goals.</li> </ul>	<p><b>Following Instructions and Procedures</b></p> <ul style="list-style-type: none"> <li>• Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>• Follows procedures and policies</li> <li>• Keeps to schedules</li> <li>• Arrives punctually for work and meetings</li> <li>• Demonstrates commitment to the organisation</li> <li>• Complies with legal obligations and safety requirements of the role</li> </ul>
<p><b>Working with People</b></p> <ul style="list-style-type: none"> <li>• Demonstrates an interest in and understanding of others</li> <li>• Adapts to the team and builds team spirit</li> <li>• Recognises and rewards the contribution of others</li> <li>• Listens, consults others and communicates proactively</li> <li>• Supports and cares for others</li> <li>• Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses</li> </ul>	<p><b>Coping with Pressure and Setbacks</b></p> <ul style="list-style-type: none"> <li>• Works productively in a pressurised environment</li> <li>• Keeps emotions under control during difficult situations</li> <li>• Handles criticism well and learns from it</li> <li>• Balances the demands of a work life and a personal life</li> <li>• Maintains a positive outlook at work</li> </ul>
<p><b>Adapting and Responding to Change</b></p> <ul style="list-style-type: none"> <li>• Adapts to changing circumstances</li> <li>• Accepts new ideas and change initiatives</li> <li>• Adapts interpersonal style to suit different people or situations</li> <li>• Shows an interest in new experiences</li> <li>• Deals with ambiguity, making positive use of the opportunities it presents</li> </ul>	<p><b>Relating and Networking</b></p> <ul style="list-style-type: none"> <li>• Establishes good relationships with customers and staff</li> <li>• Builds wide and effective networks of contacts inside and outside the organisation</li> <li>• Relates well to people at all levels</li> <li>• Manages conflict</li> <li>• Uses humour appropriately to enhance relationships with others</li> </ul>

**Values**

 <p><b>CONFIDENCE</b></p> <p>We have the courage to aim high and think differently</p>	 <p><b>CREATIVITY</b></p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p><b>EXCELLENCE</b></p> <p>We aspire to the highest standards in everything we do</p>
 <p><b>RESPONSIBILITY</b></p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p><b>TEAMWORK</b></p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p><b>RESPECT</b></p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:	Thomas Gerstenmeyer	Date:	November 2021
People Team Review by:		Date:	2021