

Yvonne Arnaud Theatre

Date July 2021

JOB DESCRIPTION

JOB TITLE	Box Office, Front of House and Customer Service Assistant
CONTRACT STATUS	Permanent Full Time
SALARY	£18,000 – 20k
HOURS	37.5 hrs per week based on a shift pattern including weekends and evenings. Plus cover of Sunday hire at least once a month for which an additional payment is made.
RESPONSIBLE TO	The Box Office & Front of House Manager
RESPONSIBLE FOR	Volunteer Ushers
OTHER KEY WORKING RELATIONSHIPS	Internal: Finance team, Buildings & Facilities Manager, Technical Manager, Catering Manager, bars and catering staff; marketing team; Head of Fundraising
	External: customers, visiting companies, visitors to the building

The customer service team is the first point of contact for the public at the theatre. As we adapt to changing customer habits and streamline our services, we are seeking a motivated and enthusiastic all-rounder to support our box office, front of house and administration functions.

JOB PURPOSE

To work across the box office, front of house and administration teams, taking responsibility for selling tickets, memberships and events, processing reports and sales information using our box office sales system (SRO) and acting as event duty manager.

To support the Box Office and Front of House manager, and deliver excellent customer service in line with the style and ethos of the Yvonne Arnaud Theatre.

THE PERSON

You will be happy working in a lively, frequently changing environment; demonstrate a great attention to detail and excellent IT skills, confident with managing data, as well as being customer focussed and able to work on your own initiative.

Experience in a theatre or arts environment is an advantage, but not vital.

DUTIES & RESPONSIBILITY

Box Office and ticketing

- To sell tickets, memberships and other events from the theatre box office using the SRO ticketing system, taking responsibility for cash handling and financial processes, and ensuring accurate data entry
- Build shows and other events in the ticketing system, in liaison with the Box Office Manager and marketing team
- Set up and run sales reports as requested

Front of House

- To act as Duty Manager, on a rota basis, taking responsibility for the success of performances in the venue. To include, but not limited to:
 - Responsibility for the safety of the audience before, during and after performances.
 - Supervising Front of House staff, including managing breaks and motivating staff, including the promotion and sales of merchandise.
 - Ensuring public areas, foyer, auditorium and toilets are presentable and welcoming at all times.
 - Undertaking and recording all regular compliance checks
 - To be a trained First Aider, managing of incidents and emergencies while on duty.
 - Undertaking accurate cashing up of all front of house floats including the Mill Studio and maintain accurate records for the Finance Department.
 - Assisting with the staffing rota and training of the Front of House team.
 - Front of House cover for Church hire at least once a month (in addition to usual working hours, at an additional payment)
 - Taking responsibility for securing the building after performances

Administration

- To support the administration of the theatre Friends and Standard level Vanbrugh supporter schemes. Including, but not limited to:
 - Issuing renewals
 - Direct debit processing and recording
 - Supporting members with any queries
- General venue admin as may arise including sales of creative learning projects, youth theatre projects and classes.

Other

- Demonstrate an understanding of the Theatre's values, ethos and mission and to promote these through everyday practice in the role.
- Comply with all legislative, regulatory and policy requirements as appropriate
- Comply with the Theatre's Financial Regulations and financial management procedures
- Observe the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate the value and importance of equality and diversity in every aspect of the Theatre's work, and show commitment through everyday practice in the role

- Work in accordance with, and promote the Theatre’s environmental sustainability policy and practices
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Participate in Theatre events including when these are held in the evenings, at weekends or otherwise outside of normal working hours.
- Undertake such other duties as may reasonably be required from time to time

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	<ul style="list-style-type: none"> • Excellent organisational skills and ability to multi-task • Demonstrable attention to detail • Strong communications skills • Demonstrable IT skills • Commitment to high levels of customer service • Complaint handling experience • Cash handling experience 	<ul style="list-style-type: none"> • Experience of working in an arts venue • Experience of motivating team members
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to A Level/ Higher National Diploma/BTEC or equivalent 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of a customer facing role • Experience of data management 	<ul style="list-style-type: none"> • Experience of venue box office • Experience of customer service training
PERSONAL QUALITIES	<ul style="list-style-type: none"> • A positive, adaptable attitude and an ability to work under frequently changing circumstances • A passion for live theatre and entertainment • A good communicator and forward thinker. 	

How to apply

Please complete the application form and send with a covering letter explaining your reasons for applying and your suitability for the position.

Please email your application to: salowe@yvonne-arnaud.co.uk

The Yvonne Arnaud Theatre encourages people from any background to apply for any of its current vacancies

We are committed to creating a team which is representative of our society and to bringing together those with a variety of skills and experiences, to help shape what we do and how we work.

We are particularly keen to hear from black, Asian and minority ethnic and disabled candidates. All disabled candidates who demonstrate that they meet the essential criteria for any of our positions will be invited for an interview.

Data Protection – If you apply for a job or work experience at the Yvonne Arnaud Theatre, we will need to collect certain personal data and special category data as part of your application. By providing information within your CV and covering letter, you are consenting to its use for the purpose of processing your application and assessing your suitability to the position applied for. If your application is unsuccessful, our policy is to delete/destroy the application six months after the closing date. If we feel that your details would be useful to keep for a longer period, should an appropriate position arise in the future, we will seek your permission to maintain these records for longer than six months.

Notification – While it is normally our policy to notify applicants as to the outcome of their application as soon as possible after the closing date, it is not always possible to do so. If you have not heard from us within four weeks of the closing date, please assume that your application has not been successful.