



JOB DESCRIPTION

May 2025

JOB TITLE	Front of House & Box Office Assistant
CONTRACT STATUS	Part time: 15 hours per week
SALARY	£9,789 pa/£12.55 per hour
HOURS	15 hrs per week based on a shift pattern including weekends and evenings. 10 days annual leave
RESPONSIBLE TO	Front of House Manager
RESPONSIBLE FOR	Volunteer ushers
OTHER KEY WORKING RELATIONSHIPS	Internal: Box Office Manager, Deputy Front of House Manager, Deputy Box Office Manager, Box Office Assistants, Buildings & Facilities Manager, Director of Marketing & Customer Experience, Technical Manager, Catering Manager, bars and catering staff External: customers, visiting companies, visitors to the building

Front of House and Box Office are the first point of contact for the public and visitors to the theatre. We are seeking a motivated, enthusiastic and responsible all-rounder to duty manage shows and/or sell tickets at box office on a part-time basis, according to a rota.

JOB PURPOSE

To work as duty manager for shows and events, taking responsibility for audiences and building safety during performances, and in Box Office, selling tickets, memberships and events, using our ticketing system, Spektrix, for the equivalent of 2 days per week.

The shifts will be flexible between Front of House and Box Office, according to what's required by the programme and department need.

THE PERSON

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

You must be confident at looking after audiences, being responsible for security and safeguarding during performances.

You will deliver excellent customer service in line with the style and ethos of the Yvonne Arnaud Theatre and must be able to work according to a flexible rota.

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

DUTIES & RESPONSIBILITY

Front of House

- To duty manage performances and events in the main house and Mill Studio
- Take responsibility for the safety of audiences before, during and after performances
- Brief and supervise volunteers, managing them during the shift
- Resolving any customer and performance-related issues
- Liaising with company managers regarding sales of merchandise and agreeing settlement after the show
- Ensuring public areas, foyer, auditorium and toilets are presentable and welcoming at all times.
- Undertaking and recording all regular compliance checks and show reports
- To be a trained First Aider, managing incidents and emergencies while on duty.
- Taking sole responsibility for securing the building after performances

Box Office and ticketing

- To sell tickets using the Spektrix ticketing system, taking responsibility for cash handling and financial processes, and ensuring accurate data entry
- Advise customers on the theatre and answer questions, or to direct visitors to the relevant locations

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

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	<ul style="list-style-type: none">• Excellent organisational skills and the ability to multi-task• Strong communication skills and numeracy• Demonstrable IT skills• Commitment to high levels of customer service• Ability to manage to customer requests and feedback	
EXPERIENCE	<ul style="list-style-type: none">• Experience in a customer facing role• Team management• Sales experience• Data management	<ul style="list-style-type: none">• Experience of venue box office• Duty Management experience• Experience of working in an arts venue• Working with volunteers
PERSONAL QUALITIES	<ul style="list-style-type: none">• Confidence in dealing with the public and managing complex situations• 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• Demonstrable attention to detail• Willingness and availability to work to a changing rota, including evenings and weekends• Attention to detail	

QUALIFICATIONS	<ul style="list-style-type: none"> Educated to A Level/ Higher National Diploma/BTEC or equivalent 	
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HOW TO APPLY

Application is by completing the Job Application form, Equal Opportunities form and covering letter <https://www.yvonne-arnaud.co.uk/our-venue/jobs>

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

Deadline

Sunday 1 June 2025

We reserve the right to interview suitable candidates as we receive applications, so please don't wait to apply.

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 – Whilst 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.