

Box Office Assistant

Role Profile

Service:	Customer Service, Libraries and Culture, Waterside Arts Centre (Strategy & Resources Directorate)
Band:	Band 2
Reporting to:	Ticketing & Event Coordinator
Responsible for:	No direct reports



TRAFFORD
COUNCIL

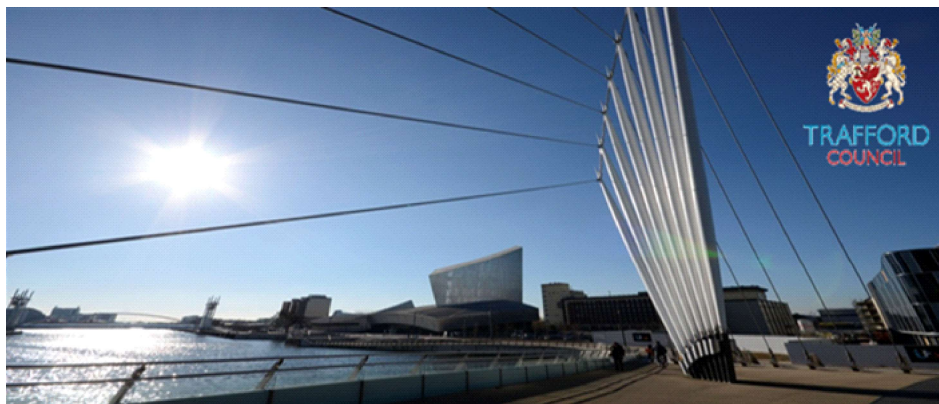
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Waterside Arts Centre is an award-winning vibrant destination for performance, culture and events. Located on the banks of the Bridgewater Canal in the heart of Sale town centre, the venue opened in 2004 and houses live theatre and event spaces, galleries, bar and coffee house, and workshop studios presenting work of national significance, and an important venue in the Greater Manchester cultural landscape. Annually, Waterside stages around 250 professional productions, hosts over 700 participatory events and classes, and welcomes over 115,000 visitors. We pride ourselves in creating a warm, accessible and inviting environment for all of our visitors, with a culture of going above and beyond in delivering the highest level of customer care.

Your Main Priorities

- Responsible for selling tickets for a wide range of arts events held at Waterside Arts.
- Being the first point of contact for all visitors /staff / internal & external partners arriving at the venue and providing assistance with any enquires they may have.
- Assisting with front of house events/ duties as required.

Key duties

- Handling and dealing with personal bookings/enquiries at Waterside Arts Centre in accordance with the venue and Council's customer care standards, ensuring that they are resolved effectively, or referred to the appropriate member of staff.
- Conducting financial transactions and processing ticket bookings using the venue's booking procedure.
- Being the first point of contact for the Box Office providers (Ticketline) and maintaining a dialogue with them as providers.

- Maintaining of and inputting to the Box Office computer system, including adding new events, archiving out of date events, maintaining and ensuring event information and notes are correct.
- Ensuring external tickets are allocated and the box system is accurately maintained.
- Undertaking data capture, ensuring customer details are fully captured at the point of sale and other marketing incentives are offered, ensuring that the customer details database is kept in good order.
- Assisting senior staff in the development and improvement of the services and systems to be utilised at the venue.
- Providing and monitoring statistics from manual and computer information and assisting in the monitoring of service standards and team plans.
- Carrying out the daily float checks and cashing up in accordance with Waterside's financial procedures.
- Providing marketing support including direct mail coordination, adding customer data to mailing lists and monitoring and updating the website, running promoter ticket sales reports and sending to direct mail recipients as required.
- Ensuring customer feedback is accurately recorded and forwarded either to the internal team or ensuring that any complaints are escalated to senior management to be responded to as appropriate.
- Ensuring leaflets, publications and front of house displays are maintained and kept in good condition.
- Undertaking front of house duties as required; including room setups, providing refreshments and ticket collection.
- Promoting the image of Waterside Arts Centre in a positive, friendly, customer focused manner whilst maintaining a high level of confidentiality and professionalism.
- Any other duties commensurate with the grade that may be required from time to time by the Front of House Manager.

About You

Qualifications and Professional Development

- Level 2 qualification in Mathematics and English and/or equivalent training
- Evidence of customer care and IT qualifications and/or training
- Commitment to personal and professional development (CPD)

Experience and Knowledge

- Experience of working in a Customer Service Environment, ideally within a culture /arts environment

- Experience of using a ticketing / booking system in a public facing role
- Knowledge and an understanding of excellent customer service
- Experience of financial and administrative procedures
- Knowledge of systems and procedures needed for working with the public, ideally within a front of house role

Skills and abilities

- Ability to follow systems and procedures for working with the public e.g. Front of House, Ticketing, etc.
- Ability to implement customer care policies
- Strong interpersonal and communication skills with the ability to interact effectively with a wide range of people including young people, community groups, staff, artists, fire authorities, police, promoters, and other council departments
- Demonstrate an ability to provide high quality customer care services
- Familiarity and confident in the use of Microsoft PC software applications for word-processing, spreadsheets, databases, email and the Internet
- Ability to work under pressure whilst maintaining a calm approach towards front-line customer care issues
- Ability to work unsupervised / on own initiative
- A passion/interest for the arts

Special Conditions

- The post holder will be required to undertake duties outside normal working hours including evening, weekend and holiday periods for which an unsocial hours payment will be made.

Date prepared/revised	September 2019 / minor amends November '24
Prepared/revised by	JB / Louise Burgess / L Shellabear
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.