



JOB DESCRIPTION

JOB TITLE: Box Office/Front of House Assistant

1 x part time post 14.5 hours per week

This post involves some evening and weekend work

DEPARTMENT: Arts & Culture Service, Waterside Arts

GRADE: Band 2

DIRECTLY RESPONSIBLE TO: Front of House Manager

DIRECTLY RESPONSIBLE FOR: N/A

Main Purpose of the Job:

The post holder will be responsible for selling tickets for a wide range of arts events. They will be the first point of contact for all visitors /staff / internal & external partners arriving at Waterside providing assistance with any enquires they may have. The post holder will assist with front of house events/ duties as required.

Main Duties:

1. To deal with personal bookings/enquiries at the Waterside in accordance with the venue and Council's customer care standards.
2. To deal with customer enquires and ensure they are resolved effectively, or referred to the appropriate member of staff.
3. To handle financial transactions and process ticket bookings using the venue's booking procedure.
4. To be the first point of contact for the Box Office providers (Ticketline) and maintain a dialogue with them as providers.

5. To maintain the Box Office computer system, including adding new events, archiving out of date events, maintaining and ensuring event information and notes are correct.
6. To ensure external tickets are allocated and the box system is accurately maintained.
7. To run promoter ticket sales reports and send as required.
8. To undertake data capture, ensuring customer details are fully captured at the point of sale and other marketing incentives are offered; and keep the customer details database in good order.
9. Assist senior staff in the development and improvement of the services and systems to be utilised at Waterside.
10. To provide and monitor statistics from manual and computer information and assist in the monitoring of service standards and team plans.
11. To carry out the daily float checks and cashing up in accordance with Waterside's financial procedures.
12. To provide marketing support including direct mail coordination, adding customer data to mailing lists and monitoring and updating the website.
13. Ensure customer feedback is accurately recorded and fed back on a regular basis.
14. Ensure leaflets, publications and front of house displays are maintained and kept in good condition.
15. To undertake front of house duties as required; including room setups, providing refreshments and ticket collection.
16. To arrive promptly to ensure the box office and other public spaces are accessible at the art centre's opening times.
17. To promote the image of Waterside in a positive, friendly, customer focused manner whilst maintaining a high level of confidentiality and professionalism.
18. **The post holder will be expected to undertake duties outside normal working hours, i.e. evenings and weekends in order to meet the needs of the service, as and when required by the Senior Managers.**
19. Any other duties commensurate with the grade that may be required from time to time by the Front of House Manager

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.

Confidentiality

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

PERSON SPECIFICATION

JOB TITLE: **Box Office / Front of House Assistant**

DEPARTMENT: **Arts & Culture Service, Waterside**

GRADE: **Band 2 scp 11 to scp 15**

STAGE ONE:

Disabled candidates are guaranteed an interview if they meet the essential criteria

<i>MINIMUM ESSENTIAL REQUIREMENTS</i>	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Level 2 qualification in Mathematics and English and/or equivalent training.	A/C/I
2. Experience	
Experience of working in a Customer Service Environment.	A/I
Experience of working in an environment focused on the community.	A/I
3. Knowledge	
Knowledge and an understanding of excellent customer service.	A/I
Knowledge of systems and procedures needed for working with the public, ideally within a front of house or box office role.	A/I
4. Skills & Abilities	
Ability to follow systems and procedures for working with the public e.g. Front of House, Ticketing, etc.	A/I
Ability to implement customer care policies.	A/I

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.	A/I
Demonstrate an ability to provide high quality customer care services.	A/I
Basic IT skills. Familiarity and confidence in the use of Microsoft PC software applications for word-processing, spreadsheets, databases, email and the Internet.	A/I
Ability to work under pressure whilst maintaining a calm approach towards front-line customer care issues.	A/I
Ability to work unsupervised/on own initiative.	A/I

STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements

ADDITIONAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Evidence of customer care and IT qualifications and/or training.	A/C/I
2. Experience	
Experience of working in an arts and leisure venue box office, using box office systems.	A/I
Experience of financial and administrative procedures.	A/I
3. Knowledge	
Knowledge of local authority policies and procedures.	A/I
4. Skills & Abilities	

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,
P = Presentation, **T** = Test, **AC** = Assessment centre

Date prepared/revised: 1st May 2013
Prepared/revised by: Rosie Scott