



**Stephen
Joseph
Theatre**

Box Office Assistant

Job purpose:

This is a key role in our Box Office team, providing excellent sales and customer service in person, online and on the phone. Working within a small and enthusiastic team, the Box Office Assistant will actively promote and sell the work of the theatre, maximizing income wherever possible and maintaining accurate sales and customer records at all times.

Key responsibilities and duties

- To provide a warm welcome to all SJT customers and visitors.
- To be responsible for processing theatre, film and event bookings at the counter, over the telephone and by post using the computerised Box Office system.
- To be aware of the targets for each show and the promotional offers available and to assist in maximising sales in order to achieve the individual show targets.
- To capture customer information at point of sale for marketing purposes and to ensure compliance with GDPR at all times.
- To update and maintain the customer records on the Box Office system.
- To balance takings at the end of each session.
- To seek to understand customers' needs and provide advice and information, ensuring excellent customer service at all times.
- To be responsible for the tidy appearance of the Box Office and individual work stations.
- To be well informed about events in the theatre which includes reading scripts, attending read-throughs and staff previews of plays.
- To be responsible for the security of the Box Office particularly at closing.
- To undertake general administrative duties such as filing and photocopying where necessary.

Company Responsibilities

- To become familiar with the company's Staff Handbook and to work in accordance with its policies and approaches and with other key organisational strategies as may be required.
- To attend organisational meetings/rehearsals, as required.
- To undertake other tasks and duties as may reasonably be requested.

About role statements

As SJT grows and develops to meet changing needs, the roles required of all staff will also change. As such, staff should note that this document is not intended to represent the role that will be carried out indefinitely. This job description is intended to provide an overall view of the role as at the date of this statement.

PERSON SPECIFICATION

Essential

- Excellent customer services skills
- Excellent communication skills and the ability to work well with a broad cross section of both internal and external partners and customers.
- Excellent written skills
- Basic maths qualification or proven experience in a cash handling role
- Working knowledge of various software packages including Windows and Microsoft Office
- Excellent organisational skills with a commitment to quality and accuracy
- Ability to work unsupervised and use own initiative
- Ability to manage time and prioritise workload
- Ability to remain calm in demanding situations
- A love for theatre and/or marketing and sales in an arts context

Desirable

- An understanding of the principles of Box Office systems (SJT currently operates on Spektrix) and of using customer data to drive income, ideally in an arts context
- Target driven sales experience
- Awareness of health and safety in relation to public buildings

Please note: this role requires working irregular hours, including evenings, weekends and bank holidays.

TERMS AND CONDITIONS

Job Title: Box Office Assistant

Reports to: Box Office Manager

Contract Casual hours, as rota'd

Salary £10.85 per hour (if aged 18-20)
£12.71 per hour (if aged 21+)

Holiday pay and pension contributions made in line with current legislation.

APPLY

To apply please send the following to Natalie Foster, Box Office Manager on natalie.foster@sjt.uk.com with "Box Office Assistant" in the subject line before close of play on Monday 10 August:

- Your CV
- An Equal Opportunities Form (you can download one [here](#))
- A short email explaining:
 - Your suitability for the role
 - Why you've applied for the role

If you'd like more information about the role or a conversation before applying please email Natalie.

Salary: National Living Wage (hours as rota'd)

Deadline for applications: Monday 10 August

Interviews to be held: w/c 17 August