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| JOB TITLE  | Box Office Assistant  |
| REPORTING TO  | - Box Office & Ticketing Manager - Venue Manager  |
| KEY RELATIONSHIPS (Internal)  | - Box Office & Ticketing Manager - Duty Managers- FOH and security team  |
| KEY RELATIONSHIPS (External)  | - Ticket agents - Promoter reps  |
| SALARY  | - £8 before midnight / £8.50 after midnight  |
| HOURS  | Part time, casual  |
| HOLIDAY ENTITLEMENT  | 20 working days excluding public holidays for the complete holiday year. Accruals for those who work part time or those who work less than a full year is calculated pro- rata.  |
| PERIOD OF CONTRACT  | Casual  |
| PROBATIONARY PERIOD  | Three months  |
| NOTICE PERIOD  | Under one month’s service – nil One month but less than two years of service – one week Beyond this – one week for every complete year of service to a maximum of twelve weeks after twelve years of continual service.  |

Band on the Wall requires a new box office assistant to join its busy team.

The box office assistant is the first point of contact when customers arrive at Band on the Wall, and as such serves as the public face of the Company. The box office team is responsible for managing ingress during busy events, selling tickets to members of the public, running the cloakroom and on-the- night data collection.

Hours are casual and the role requires frequent night-time and weekend work.

**Key Responsibilities**

* Selling tickets to all Band on the Wall events to members of the public
* Providing customers with event information, both face-to-face and via telephone
* Checking tickets and guestlists on entry during events and issuing appropriate stamps, passes and wristbands
* Conducting basic data collection for customers paying on the door
* Managing the cloakroom
* Welcoming customers to Band on the Wall and presenting a positive impression of the Company to the public
* Completing internal end of night reports

**Applicant Attributes - Essential**

* Previous experience in an appropriate customer service role
* Experience in handling cash in a busy environment
* An outgoing, friendly attitude
* A willingness to learn about the Band on the Wall programme
* Working knowledge of Microsoft Office, especially Word and Excel
* Availability to work frequent evenings, weekends and late nights

**Applicant Attributes - Desirable**

* A keen interest in and knowledge of the live music industry
* Experience in working as part of a team in the night-time economy
* A knowledge of venue box office systems and ingress procedures
* A familiarity of Windows, iOS and Android

**Additional Requirements**

**Health and Safety**

To operate safely within the workplace with regard to the health and safety policies, procedures and safe working practices of Band on the Wall.

**Confidentiality**

To adhere to Policies and Procedures on confidentiality and the management and sharing of information.

**Equal Opportunities**

To actively promote an Equal Opportunity Policy. To help promote a working environment where all employees are valued as individuals and are encouraged to fulfil their potential.

**Training and Development**

To actively encourage a learning environment and development within others. To be proactive about own continuous professional development.

**Review Arrangements**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

The post will be reviewed at three months. A further probation period may be required; if this is the case the post holder will be informed in writing after the review.