



Box Office Assistant Job Application Pack

May 2023

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Job Description

Job Title:	Box Office Assistant
Reporting to:	Box Office Manager
Key Relationships:	Marketing; Duty Managers and Front of House Team
Hours:	25 hours per week over 3 - 5 days out of 7, subject to flexibility and variation to meet the business needs

Purpose of the role

To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all our guests. To liaise with all departments organising and distributing relevant and requested information. Increasing the revenue for the venue by promoting the sales of tickets and events.

Our ideal candidate will be someone with a passion for delivering outstanding customer service and has a great attention to detail.

Main Responsibilities

- Effective contribution to New Theatre Royal's Box Office ticketing service including dealing with customer enquiries and taking bookings for shows and events
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Deal with customer financial transactions – balancing tills at the end of your shift and submitting financial reports
- Liaise professionally and courteously with promoters and external ticketing agents
- Deal with any customer complaints in a professional manner
- Keep up to date with current promotions and pricing, to provide information to customers, on request, while maximising all show and venue sales opportunities
- Manage and maintain the administration of all reservations, cancellations and no-shows, in line with company policy
- To confidently upsell our many additional products

- To manage and implement, ticket requests from companies, charities, promotions and our membership schemes in liaison with the marketing team
- Maintain personal knowledge by completing in-house training and online workshops
- Always adhere to all company policies and procedures
- In liaison with the Box Office Manager, take responsibility for the effective use and maintenance of the ticketing database and routine housekeeping of the ticketing system
- To have an understanding of the Data Protection Act and ensure that all staff are adhering to this policy
- To provide guidance to the team, when required, on all areas of the ticketing and sales function
- Provide reports and complete all daily administration tasks as required for all departments and management
- Maintain effective communication, at all times

Person Specification

- We are looking for flexible individuals who can work both as part of a team, and individually, to achieve and deliver best practice and an excellence in customer service at New Theatre Royal.

This Job Description is not an exhaustive description of your duties.

You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

The successful applicant will be required to comply with our Data & Barring Service (DBS) Check procedures.

Terms & Conditions

Salary	£13,546 per annum
Hours:	25 hours per week over 3 - 5 days out of 7 subject to flexibility and variation to meet business needs
	Shifts are flexible and include daytime, evenings, weekends, and Bank Holidays.
Benefits	Complimentary or discounted tickets to selected shows (<i>conditions as per New Theatre Royal policy</i>).

For an informal discussion

Please contact: **Karen Cray** on karen.cray@newtheatroyal.com

How to apply

Please email your CV and covering letter to recruitment@newtheatroyal.com
and click the link to complete the [Equal Opportunities Monitoring Form](#).

Closing Date: **Friday 26 May 2023 at noon**

Interview Dates: **Interviews will be held early June**

We are proud to be an equal opportunity employer and strive to provide a platform for everyone.

The value of equal opportunities runs through the heart of the organisation. A diverse team and their range of experiences are vital to the Theatres success, we still have work to do to make sure that our team represents the communities we serve. We actively encourage people with different and diverse backgrounds to join us.

The equal opportunities google form is anonymous and used for monitoring purposes.
[Please click here](#)

The New Theatre Royal Portsmouth

New Theatre Royal is a beautiful grade 2* listed 664-seater Theatre located in the heart of Portsmouth. We present a wide and varied programme of music, theatre and comedy. New Theatre Royal is a vibrant and dynamic place to work,

Click the link to meet the team

THE TEAM

Data Policy

Information provided by you on this application form may be copied for use during the recruitment process. Once the recruitment process is completed, the data will be electronically stored for upto 6 months, and then destroyed. If you are the successful candidate, the relevant information may be taken from this form and used as part of your personnel recor