



## **JOB DESCRIPTION**

**Job Title:** Box Office and Sales Coordinator

**Purpose:** To coordinate and manage all aspects of the theatre's point of sale system and assist with the day to day running of the front of house operation.

**Responsible to:** General Manager  
**Works closely with:** CEO, Front of House Manager

### **Key external relationships:**

Customers, community groups and organisations, visiting companies, Point of Sale system provider, external ticketing agencies

## **Job Context**

Southwark Playhouse exists to be a platform for new and emerging theatre companies and practitioners to showcase their work in London.

In doing so it presents a varied programme of theatre from new writing to reimagined revivals in uniquely flexible and dynamic theatre spaces.

It also exists to engage its local community by offering a range of drama related activities that promote learning and social cohesion.

Over the next few years Southwark Playhouse will be initiating a capital campaign and relocating to a new purpose built venue which will expand the scope of the theatre's operations.

## **JOB REQUIREMENTS & RESPONSIBILITIES**

### **Box Office**

To become central point of contact for the administration of the theatre's point of sale system, Oscar. This includes but is not limited to:

- Setting up new events and productions, retail items and merchandise and distributing reports as required
- Managing promotional offers and discount schemes for tickets and the bar
- Being central contact for the administration of ticket sales through third-party agencies and complimentary tickets
- Dealing with any technical issues via our box office provider, Savoy Systems
- Operating the Box Office during the day, selling tickets and responding to queries in person, over email and over the telephone, handling cash, cheques etc. and accounting for all monies taken
- Occasionally operating the Box Office in the evening during times of staff shortage or over busy Press Nights

### **Front of House / Meet & Greet**

To be the first point of information about the Playhouse and all its activities and facilities, acting as spokesperson for the venue. This includes:

- Accepting and handling deliveries to the venue, managing stage-door lists for companies using the building and as needed helping to operate the daytime bar / café operation

- Opening up the building each day (this is a keyholder role)
- Stocking current and relevant print material and posters in the bar and ensuring all front of house areas, especially the box office, are kept tidy at all times
- Abiding by and enforcing the theatre's rules and processes and ensuring they are communicated to companies and the public.

### **Marketing**

- To be in charge of website updates, including putting new shows up on sale
- To compile and send out our weekly e-newsletter and other e-bulletins as required
- To take a lead in coordinating the standard marketing provision for each show: design, print, distribution, etc.

### **Administrative / Other**

- To undertake general administrative tasks in support of the permanent staff team, including the distribution of post, maintaining filing systems, taking minutes of the weekly team meetings, answering emails and scanning, whilst maintaining confidentiality at all times
- Finally, to undertake other tasks as required, commensurate with the overall purpose of the post.

## **PERSON SPECIFICATION**

### **Essential skills, attributes and experience:**

- Experience (ideally 2 years) in an administrative or customer service role in an arts environment
- Proven excellent administrative and organisational skills
- Strong ability to multi-task, prioritise and work to tight deadlines
- High level of computer literacy (especially Microsoft Excel and Outlook)
- Excellent communicator with the ability to engage in a friendly, approachable and professional manner with a wide range of personalities and backgrounds
- Excellent written and verbal communication skills
- Highly self-motivated with a strong attention to detail.

### **Desirable skills, attributes and experience:**

- Previous experience working with box office systems (full training on our own point-of-sale system will be provided)
- Experience using InDesign, Mailchimp and Wordpress
- Desire to work and ability to thrive in energetic and demanding environments
- Flexible and creative approach to work
- An interest in theatre.

## **TERMS AND CONDITIONS**

### **Key Terms of Employment**

- This is a permanent, full time contract, subject to a 6-month probationary period. After the probationary period, the notice period is 2 months.
- Salary: £19,845 per annum.
- Holiday: 28 days per annum including statutory holidays
- The basic working week is 40 hours. Normal office hours are 9.30am-5.30pm Monday to Friday but you may be required to work outside of these hours. There are no overtime payments but TOIL is negotiable.

### **Staff benefits include**

- Complimentary tickets for Southwark Playhouse productions.
- Bicycle and/or season ticket loan scheme.
- Training and development opportunities.
- Staff discount at the Southwark Playhouse bar/cafe.

**Equal Opportunities**

Southwark Playhouse is committed to being an equal opportunities employer. All staff members are required to adhere to Southwark Playhouse's Equal Opportunities Policy, a copy of which will be given to the successful candidate.

**APPLICATION PROCEDURE**

Please [click here](#) to complete the application form, outlining your suitability for the post and relevant experience.

Closing date for applications: **Wednesday 10<sup>th</sup> May 2017 at midday**

Interviews will be held during the week commencing: **15<sup>th</sup> May 2017**