



**Job Title:** Box Office Assistant

**Responsible to:** Theatre Manager, Front of House Managers and Box Office Coordinator

Southwark Playhouse is all about telling stories and inspiring the next generation of storytellers and theatre makers. It aims to facilitate the work of new and emerging theatre practitioners from early in their creative lives to the start of their professional careers, with a focus on reinterpreting classic plays and contemporary plays of note.

Our two atmospheric theatre spaces enable us to offer theatre artists and companies the opportunity to present their first fully realised productions. Over the past 20 years we have produced and presented early productions by many aspiring theatre practitioners many of whom are now enjoying flourishing careers.

**Main Purpose:**

**Box Office**

- To present the Playhouse as welcoming, accessible and friendly to existing and potential customers, maintaining the highest level of customer care.
- To be responsible for the successful delivery of a first class sales and customer service.
- To efficiently operate the theatre's box office and floor areas, including pre and post show, during intervals and at events.
- Operating the Box Office, selling tickets and responding to queries in person, over email and over the telephone, handling cash, cheques etc. and accounting for all monies taken
- To be a point of information about the Playhouse and all its activities, promoting the building to the widest possible audience.
- To be aware of all the access facilities that the Playhouse offers its customers and to actively promote these facilities to the public.
- 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.
- To assist with health & safety issues.
- Ensuring that all Box Office areas are clean and tidy at all times during public opening hours.

**Key Responsibilities:**

- To deal effectively with customer problems and enquiries.
- To communicate effectively with visiting companies, producers and artists.
- To prepare tickets for posting.
- To keep track of third-party ticket sales, mark-backs and releases.
- To keep and release house seats as required.
- To upsell programmes and merchandise to ensure maximum profitability.
- To correctly operate the box offices cash registers and PDQ machines.
- To assist with internal and external events.
- To attend all training sessions.
- To adhere to all fire, health and safety procedures to minimise the risk of injury and accidents.
- To adhere to all staff work practises, rules and regulations.
- To be knowledgeable of the theatre's facilities and productions.
- To carry out any other duties required by the theatre in pursuance of the above objectives.

**Personal Specification:**

**Essential skills, attributes and experience:**

- Previous customer service experience is essential.
- Good communicator, able to offer a consistently high standard of customer care.

- Enthusiastic team worker with excellent interpersonal skills.
- Ability to use your initiative and prioritise tasks.
- Ability to work well under pressure.
- Accurate cash-handling skills.
- Basic knowledge of health and safety issues is desirable.
- Excellent verbal and written communication skills.
- A good level of numeracy.
- The ability to work evenings and weekends.
- A genuine interest in theatre.
- Good computer skills and proficiency with Microsoft Office.

**Desirable skills, attributes and experience:**

- Experience of working in theatre.
- Experience of working with Box Office Systems.
- Experience with cash-handling.
- Knowledge of third-party ticket sites.

**Recruitment Information and Terms and Conditions:**

**Key Terms of Employment:**

**Hours:**

This is a part time position for immediate start – You are required to work 14 to 20 hours per week, as such times as outlined in the weekly work rota, from time to time we may require to work additional hours as considered necessary to meet the needs of the business, you shall be paid £8.21 per hour for each additional hour worked.

**Salary:**

Your salary is £17,076.80 (pro rata) – 0.39375 FTE based on an hourly rate £8.21. You will be paid monthly by BACS, on the 28th of each month. If this date falls on a weekend or public holiday, the salary is paid on the last working day before the 28th.

- **Term.** You will initially be employed for a probationary period of six months. Should your performance during the probationary period prove satisfactory, then your contract will be extended. Should you have no break in employment, you would be considered to have been in the continuous service of the Company. The Company may choose to extend your probationary period or, if it proves unsatisfactory, terminate your employment either during or at the end of the probation period.
- **Hours of Employment.** Your standard working shift is 4.5 hours and you will work a 7 shift pattern every 14 days (2 weeks) as follows:

WEEK ONE: Monday, Tuesday, Wednesday, 17.00-21.30 (3 Shifts, 13.5 hours)

WEEK TWO: Thursday, Friday 17.00-21.30 Saturday 12.30-21.30 (4 Shifts, 18 hours)

- You may be required to work reasonable hours over and above these normal hours of employment as the Company considers necessary to meet the needs of the business, and you shall be paid for such further hours at the hourly rate of £8
- **Holiday.** You are entitled to 20 shifts of holiday annually (this is your pro-rata statutory leave entitlement based on the contracted hours and rounded up to the nearest shift). The Company's holiday year runs from 1st January to 31st December.

**Benefits:**

- Complimentary tickets for Southwark Playhouse productions.
- Staff discount at the Southwark Playhouse bar/cafe.

**To Apply**

[Click here to complete the Employment Application Form](#)

**Closing date for applications:** Thursday 28 March at 12noon

**Interviews will be held at Southwark Playhouse:** Thurs 4 and Fri 5 April 2019

Southwark Playhouse is committed to being an Equal Opportunities Employer. Southwark Playhouse Theatre Company is a registered charity no 1042870.