

# BLACKHEATH HALLS

## Box Office Assistant Job Pack

Blackheath Halls is looking for enthusiastic Box Office Assistants to work as part of a team in delivering an efficient, effective and welcoming box office service for Blackheath Halls' users.

This is an exciting time to join our organisation as we have recently re-opened following a period of major re-development in Autumn 2018.

If you would like to apply, please complete the application form and equality and diversity monitoring form. Please note CVs will not be accepted.

Thank you for your interest, and we hope you will consider joining us.

## Information about Blackheath Halls

Blackheath Halls is an outstanding centre for music and the performing arts in south east London, presenting a year round programme of performances and events. The Halls is used regularly by world-renowned orchestras and ensembles for recordings and rehearsals, as well as for a range of commercial hires and social events.

Blackheath Halls is a wholly owned subsidiary of Trinity Laban Conservatoire of Music and Dance, and provides the Music Faculty with its regular base for large-scale rehearsals and performances.

Founded in 1895, Blackheath Halls has provided a venue for impressive artists past and present including Percy Grainger, Myra Hess, Romesh Ranganathan, Sir Simon Rattle, Monty Don, Kate Rusby, Sir Willard White and Robert Winston. The current programme includes music, comedy, talks and literary events, exhibitions and children's theatre as well as a community engagement programme that includes the critically acclaimed 'Opera for All' initiative.

# Job Description

<b>Job Title:</b>	Box Office Assistant
<b>Line Manager:</b>	Operations Manager
<b>Also reporting to:</b>	Box Office and Friends Administrator (Blackheath Halls) Duty Manager (Blackheath Halls) Customer Services Manager (Laban)
<b>Hours:</b>	Hours as required on a shift basis. This role will involve evening and weekend work, as well as shifts at other sites, particularly Laban Theatre.

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## Overall Purpose of the Job

To act as the first point of welcome to customers and visitors to Blackheath Halls and Laban Theatre.

To sell tickets in person and via telephone, and support customers making online bookings, via the box office system.

To maximise sales wherever possible via up-selling and cross selling opportunities and delivering an excellent standard of customer service.

## Main Duties and Responsibilities

### Ticketing and Sales

- To sell tickets using the venue's computerised booking system to the public in person and on the telephone at Blackheath Halls, the Laban Theatre or occasional other venues, and to assist with enquiries about online bookings
- To handle all ticketing requirements, including overseeing guest lists and complimentary tickets, and liaising with external ticket agencies (where appropriate)
- To maximise sales by cross-selling and up-selling performances where possible, including highlighting group and multi-buy discount schemes

### Customer Service

- To take a proactive interest in Blackheath Halls' and Trinity Laban's performances, programmes, services and facilities, communicating this effectively with the public
- To act as an initial point of contact for all enquiries concerning the activities of Blackheath Halls, ensuring that members of the public are assisted in a welcoming and courteous manner, demonstrating a high level of customer service at all times
- To be knowledgeable about Blackheath Halls' access arrangements, ensuring customers with disabilities have positive interactions, and have specific access requirements met wherever possible
- To ensure the organisation captures and processes customer information in accordance within the provisions of the Data Protection Act, GDPR regulations and Blackheath Halls' Data Protection Policies

## Marketing

- To assist with direct mail, overprinting, replenishing posters/flyers in the foyer/box office area and leaflet rack at the front of the building etc
- To work closely with the Marketing department, supporting activities including proof-reading, researching potential target groups, supporting social media campaigns, assisting with events listings etc

## Financial and Reporting

- To ensure cash floats and takings are correct at the beginning/end of shifts and cashed up in line with procedures
- To follow up on any discrepancies as far as possible, reporting any explanations/unexplained differences to your Line Manager and/or Duty Manager/Box Office and Friends Administrator

## General

- To ensure the Box Office area is kept tidy and well-presented at all times
- To adhere to all Blackheath Halls' policies and procedures, including Health and Safety, Safeguarding, Data Protection and Diversity and Equality
- To carry out any other responsibilities as may be reasonably required by the Box Office and Friends Administrator, the Operations Manager, Marketing Manager or the Director, Blackheath Halls

## Person Specification

<b>Criteria</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Excellent administrative and organisational skills, with strong attention to detail and a high level of accuracy	Essential	Application / Interview
Excellent IT skills	Essential	Application / Interview
Excellent communication and interpersonal skills, with the ability to communicate effectively with people of all ages and backgrounds	Essential	Interview
Excellent customer service skills, with a proactive and confident approach to welcoming and assisting with enquiries/bookings	Essential	Application / Interview
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban	Essential	Application / Interview
A problem solving and "can do" attitude	Essential	Interview
Good numerical skills and cash handling ability	Essential	Application / Interview
Experience of using a box office system (ideally Spektrix)	Desirable	Application / Interview
Experience of working in a cultural organisation or venue, particularly in a customer-focused capacity	Desirable	Application / Interview
A good understanding of basic health and safety issues	Desirable	Application / Interview

# Summary of Terms and Conditions of Employment

<b>Contract:</b>	Position offered on a rota with other staff subject to events and availability. Minimum call of 3 hours applies
<b>Hours:</b>	To be distributed according to venue's event schedule. Shifts will take place on weekdays and evenings and at weekends, with some shifts being based at Laban Theatre, or occasionally other local venues.
<b>Salary:</b>	£8.80 per hour plus £1.07 per hour holiday contribution (£9.87 per hour)  Payment will be transferred into your bank account monthly on 25 <sup>th</sup> of the month or the nearest working day
<b>Dress:</b>	T-shirt, supplied by Blackheath Halls; Black trousers; Black shoes. Individuals may wear a long-sleeved plain black top underneath this t-shirt in cold weather
<b>Annual Leave:</b>	Holiday pay contribution included within pay
<b>Complimentary tickets:</b>	Complimentary tickets to events across Trinity Laban and Blackheath Halls (subject to availability)
<b>Pension Scheme:</b>	Access to a NEST pension scheme
<b>Car Parking:</b>	A limited number of parking spaces are available, subject to availability.