

BLACKHEATH HALLS

23 Lee Road, London SE3 9RQ
020 8318 9758
recruitment@blackheathhalls.com

Box Office Assistant Recruitment Pack

Box Office Assistant

Blackheath Halls is looking for an enthusiastic Box Office Assistant to join our friendly and committed team, in delivering an efficient, effective and welcoming box office service for Blackheath Halls' and Trinity Laban's users.

If you would like to apply, please complete the application form ([available here](#)) and equality and diversity monitoring form ([available here](#)). The deadline for applications is **Thursday 5 September at 4pm**. Interviews will be held on **Friday 13 September** at Blackheath Halls.

We positively encourage applications from interested and qualified applicants regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Whilst we are very aware this is not the case at the moment, our ambition is for our staff team to reflect the diversity of our local boroughs of Greenwich and Lewisham.

If you require this document in a different format, or have any access requirements in order to be able to apply or interview for this role, please contact **Hannah Benton** at h.benton@blackheathhalls.com or on **020 8318 9758**.

Please also contact Hannah if you would like to have an informal conversation about the role before submitting an application.

Thank you for your interest in this position, and we very much hope you will consider joining our team.



Great Hall: Blackheath Halls Opera Candide 2022

© Lidia Crisafulli

The Hearn Recital Room: Wihan Quartet 2022

© Ernie Savarese



Blackheath Halls

Blackheath Halls is an outstanding centre for music and the performing arts in south east London, presenting a year-round programme of events including music, comedy, talks and literary events, and children's theatre. Our renowned community engagement programme includes the annual Blackheath Halls Opera, Musical Theatre courses, an orchestra, gospel and classical choirs, and Blackheath Halls Youth Choir, with gifted young people from our local boroughs.

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. We also offer a popular venue for recordings and rehearsals by major London orchestras and ensembles, as well as for a range of commercial hires and social events in our two performance spaces, The Great Hall and The Hearn Recital Room.

Over the past year Blackheath Halls' programme consisted of 1,036 different performances, rehearsals and other activities, attended by 48,765 people. A further 33,651 people engaged with online activities and resources.

A registered charity, we are able to offer this range of activity through income from tickets, hires and our in-house bar, along with support from various Trusts and Foundations, and over 300 generous members of our newly-revitalised Friends and Patrons scheme.



Christopher Stark and Blackheath Halls Orchestra: Candide 2022

© Lidia Crisafulli

The Smartest Giant In Town 2022 © Ernie Savarese

Blackheath Halls Youth Choir Christmas 2021 © Lidia Crisafulli

Blackheath Halls is the main concert and rehearsal venue for
Trinity Laban Conservatoire of Music and Dance students.

Big Smoke Brass UK © James Keates jk-photography

Trinity Laban Symphony Orchestra © Trinity Laban



Job Description

Post	Box Office Assistant
Line Manager	Operations Manager
Also Reports to	Box Office Administrator, Duty Manager Head of Customer Services and Events (Laban)
Contract	Position offered on a rota with other staff subject to events and availability. Minimum call of 3 hours applies
Hours	Hours as required on a shift basis. Our ideal candidate will primarily be available to work on weekday evenings and weekends. Some weekday daytime work may also be available. You will be required to cover box office at Blackheath Halls, Laban and occasionally at other external sites.
Salary	£11.44 plus £1.38 per hour holiday contribution (ie £12.82 per hour)

Overall Purpose of the Job

To act as a first point of contact to all general enquiries from customers and visitors to Blackheath Halls and Laban Theatre in person, via phone and emails. To sell tickets in person and via telephone, and support customers making online bookings, via the box office system (Spektrix).

Main Duties and Responsibilities

Ticketing Sales and Memberships

- ✔ 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.
- ✔ To promote and share accurate information about Blackheath Halls' Friends and Patrons scheme and to highlight the benefits of the scheme with customers wherever appropriate.
- ✔ To process membership subscriptions/renewals through the box office system, as well as general event bookings for members.

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 correctly verify customer membership information when presented and deliver exceptional customer service to enhance member satisfaction and retention.
- ✔ 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

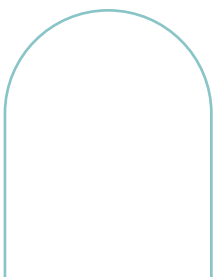
- ✔ To assist with direct mail, overprinting, replenishing posters/flyers in the foyer/box office area and leaflet rack at the front of the building etc
- ✔ To support the Marketing department with promotional activities, including proof-reading, researching potential target groups, supporting social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

Financial and Reporting

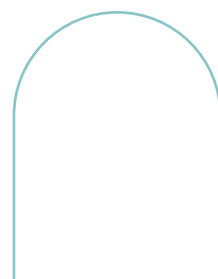
- ✔ To follow up on any discrepancies as far as possible, reporting any explanations/unexplained differences to your Line Manager and/or Duty Manager/Box Office Administrator

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 but not limited to those related to Health and Safety, Safeguarding, Data Protection and Equality, Diversity and Inclusion
- ✔ To carry out any other responsibilities as may be reasonably required by the Box Office Administrator, the Operations Manager, Marketing Managers or the Director of Blackheath Halls



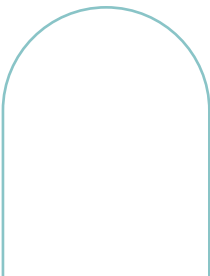
Criteria	Essential	Desirable
Experience		
Excellent administrative and organisational skills, with strong attention to detail and a high level of accuracy	✓	
Excellent IT skills	✓	
Experience of using Spektrix box office system (or similar)		✓
Experience of working in a cultural organisation or venue, particularly in a customer-focused capacity		✓
Skills		
Excellent communication and interpersonal skills, with the ability to communicate effectively with people of all ages and backgrounds	✓	
Excellent customer service skills, with a proactive and confident approach to welcoming and assisting with enquiries/bookings	✓	
A problem solving and “can do” attitude	✓	
Good numerical skills and cash handling ability	✓	
A good understanding of basic health and safety issues		✓
Personal Qualities		
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban	✓	
Enjoys working in fast moving and changing environment	✓	
Able to work both independently and collaboratively	✓	



Summary of Terms and Conditions of Employment

Contract	Position offered on a rota with other staff subject to events and availability. Minimum call of 3 hours applies
Hours	Hours as required on a shift basis. Our ideal candidate will primarily be available to work on weekday evenings and weekends. Some weekday daytime work may also be available. You will be required to cover box office at Blackheath Halls, Laban and occasionally at other external sites.
Salary	£11.44 plus £1.38 per hour holiday contribution (ie £12.82 per hour) Salaries are paid on the 25th of the month into bank or building society accounts
Location	You will be required to cover box office at Blackheath Halls, Laban and occasionally at other external sites.
Annual Leave	Holiday pay contribution included within pay
Dress	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
Event Tickets	Complimentary tickets for most events at Blackheath Halls, subject to availability
Pension Scheme	Access to a NEST pension scheme
Car Parking	A limited number of parking spaces are available, subject to availability

Applicants must be eligible to work legally in the UK. If you do not have the necessary permissions to do so, unfortunately we are unable to consider your application.



Blackheath Presents with SongEasel

Winterreise: Francesca Chiejina & Jocelyn Freeman © Nick Rutter



Equality and Diversity

Blackheath Halls is working hard to meet the aims and commitments set out in its Equality and Diversity Policy, including trying to ensure that everyone who applies to work with us receives fair treatment.

In order to help us achieve this aim, we kindly request that you complete a monitoring form.

We understand that some applicants will be hesitant to provide the details requested. Please be aware that any information you provide will not form part of the recruitment process. The information will be treated as strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.

Although you do not have to complete the form, by completing as much of the information as you feel able to, you will be helping us to ensure that all applicants receive fair treatment when applying for jobs with us.

Equality and Diversity monitoring form [available here](#)

Blackheath Halls Opera
2021: Venus and Adonis
© Lidia Crisafulli
2018: Dido and Aeneas
© Robert Workman
2017: Der Freischutz
© Robert Workman



Taiko Meantime: Resonance Tour 2018

© Adam Kang Photography



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