



CASUAL BOX OFFICE TEAM MEMBER PERSONAL SPECIFICATION AND JOB DESCRIPTION

The Crescent Theatre has a reputation for producing theatre of the highest standard. Every volunteer and paid member of staff at the Crescent plays an important part in maintaining a professional and welcoming atmosphere.

The Crescent Theatre was established in 1932 as a theatre company for members and is the largest amateur theatre company in the West Midlands. Our theatre comprises a studio (around 100 seats), a smaller underground venue (around 40 seats) and a main stage (around 334 seats), technical workshop, rehearsal space, dressing rooms and areas dedicated to wardrobe and props. We also have function rooms and a licensed bar. With a thriving membership of over 200 members, the in-house Crescent Theatre Company produces between 15-20 productions per year. Our thriving Hire operation provides performance and rehearsal space, meeting and conference space, as well as wardrobe, properties, and furniture hire, and contributes a large proportion of our total income.

Job Objectives:

The primary function of the Box Office is to deliver ticket sales and associated activities with a friendly and efficient level of customer service. As the first point of contact for all visitors to the Theatre, the post holder will present a warm and welcoming atmosphere with the key aim of retaining and attracting new customers. Working as part of a team, the post holder will ensure the smooth running of the Box Office and the seamless service to customers, members, and external hiring companies.

In addition to Box Office responsibilities, the post holder will support the Management in an administrative capacity, undertaking marketing activities and assisting in the administration of Membership.

The following section outlines a more detailed, but not exhaustive, description of the duties pertaining to this post.

Key Working Relationships

- Theatre Management
- Technical Manager
- Accounts Administrator
- Duty Technicians
- Duty Managers
- Bar Stewards
- Board Members

Key Responsibilities

1. Box Office

- Act as a reception point for the organisation, politely and efficiently welcoming customers, guests, visitors, audiences and handle deliveries, maintaining high standards of customer service at all times.

- Keep up to date with all production, performance, and venue information, marketing offers and sales details to be able to inform customers effectively and create and update our ticketing system in line with this.
- Administer ticket sales, reservations, exchanges, and (under instruction from Management) returns to in-person callers, over the phone and through online methods, and to deal with all enquiries following the systems in place.
- Understand and maintain data protection compliance whilst ensuring full and accurate customer data capture during all transactions.
- Operate a cash register and credit card equipment, and to always follow cash management guidelines, including being responsible for a cash float, completing a personal financial report at the end of each shift and taking account of any shortfalls.
- Administer online bookings and prepare tickets for postage.
- Respond to Box Office email enquiries in an appropriate and timely manner.
- Prepare tickets, seating plans and any other necessary tasks in good time for incoming audiences.
- Set rooms up for meetings, workshops and conferences as required
- Maintain a clean, tidy, and presentable Foyer and Box Office at all times.
- Maintain all lines of communication with colleagues and ensure that all relevant information is passed on to the appropriate person in a timely fashion.
- Complete any Box office or administrative tasks set in a timely manner to the best of your ability.
- Attend and participate in Box Office meetings, and complete any preparation asked of you.

2. Administration

- Process new membership applications and renewals in accordance with existing procedures and updating records and systems.
- Update relevant information and displays in the Members' Lounge, refill tea and coffee supplies and ensure it is kept tidy and welcoming
- Refresh marketing material throughout the Theatre and electronic methods daily, including our website.
- Undertake the duties of Building Manager at times when you are the senior employee in the building. This will involve being the key-holder, having knowledge of the theatre's evacuation and health and safety procedures, undertake fire awareness training, and being aware of who is entering and leaving the premises where practicable.
- Provide administrative support to the Management Team and Board.
- Comply with all company policies and procedures and relevant legislation.
- Undertake any duties that may reasonably be requested by the Theatre Management.

Terms and Conditions

The working week runs from Sunday to Saturday, and shifts can occur from early mornings to late nights, according to the organisation's needs. The Post holder will be expected to adopt a flexible approach to the requirements of the

position, including honouring the theatre's commitments outside normal working hours and public holidays as and when necessary.

The probationary period will be three months.
This post is a zero-hours contract.

Person Specification

- Experience of box office ticketing systems essential
- Reliable and punctual with a high standard of personal presentation
- Works accurately with attention to detail in a high volume sales environment
- Experience in a customer-focused role and proven commitment to customer service
- Works efficiently and effectively under pressure whilst maintaining a friendly and helpful manner
- Excellent communication skills including good telephone manner
- Proven ability to work as part of a team and independently utilising own initiative
- Experience in cash handling
- Strong IT skills; able to adopt unfamiliar software and technology
- Able to determine the neatness, accuracy and thoroughness of the work assigned
- Can demonstrate a creative and imaginative approach to problem-solving
- Adaptable and flexible regarding working hours

This job description is to be used in conjunction with the Staff Handbook.

REPORTS TO: Deputy Theatre Manager

HOURS: 0-hour contract to include weekends, bank holidays, and holiday cover

RATE: £9.00 per hour