

Casual Box Office Assistant

The Riverfront Theatre & Arts Centre

Grade 2 SCP 11 / £16,431 pro rata / £9.30 per hour

Newport Live is a not-for-profit organisation and registered charity delivering theatre, arts, sports, leisure community and cultural services within the City of Newport across venues and the wider community. Newport Live operates one of the leading arts venues in South Wales, The Riverfront Theatre and Arts Centre, and is now seeking to appoint a Box Office Assistant to join the team as an integral part of the team welcoming our visitors to the theatre.

You will be a pivotal member of the team in delivering and maintaining high-quality customer service within a fast-paced and dynamic environment, an incredibly important role within our team at the Riverfront.

We are looking for a candidate with the right attitude, a person capable of reflecting the vision and values of Newport Live in everything that they do. This position will require a passion to provide outstanding customer service and embrace, develop and sound understanding of, and an enthusiasm for, the programme across the broad Riverfront programme as well as across the whole of Newport Live.

A flexible attitude towards hours of work is essential as shifts will include weekends and evenings.

The successful applicants will work across Newport Live venues and at external venues as directed. The position will require the post holder to work early mornings, evenings and weekends on a casual basis.

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

Application Process

You can download an application form and job description via the Newport Live website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk.

For an informal discussion regarding the post you can contact Newport Live's Box Office Manager, Andrew Irving on 01633 656757 or via andrew.irving@newportlive.co.uk

Please return the completed application forms to jobs@newportlive.co.uk

This post is part of an ongoing recruitment process. You will be notified upon receipt of application and advised of next steps within the recruitment process.

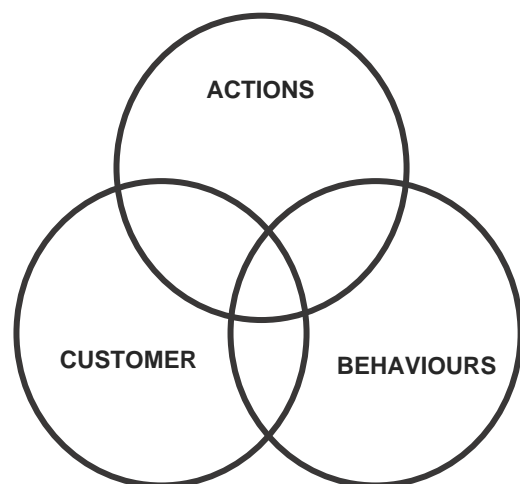
JOB DESCRIPTION

POST:	Casual Box Office Assistant
JOB PURPOSE:	The primary role of this position is the operation of the systems necessary to sell all tickets for events and performances at The Riverfront, Newport Centre and any other venues for which Newport Live may act as a ticket agent. The position will be expected to maintain an exceptionally high standard of customer care.
RESPONSIBLE TO:	Box Office & Systems Manager
SALARY:	Grade 2 SCP 11 / £16,431 pro rata / £9.30 per hour
KEY RELATIONSHIPS:	Customers, Box Office Staff, Marketing Staff, Systems Administrator, Front of House Staff, Operations/Administration, Workshop Tutors, Visiting Companies and Contractors
BASE LOCATION:	The Riverfront Theatre and all other NewportLive venues
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings, and weekends on a regular basis.
TRAINING:	The post holder will be required to attend staff training programmes relevant to the post.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1 Provide a positive and professional first point of contact for all customers and stakeholders engaging with Newport Live, through the various forms of communication incoming or outgoing, including digital platforms, in person and via the telephone and at all times in line
- 2 Remain fully conversant with Newport Live systems, including the use of Point of Sale, Box Office and other systems that are required to ensure successful business objectives. This includes implementing and supporting Communication, Point of Sale, Box Office, Booking and Financial administrative procedures, ensuring an accuracy of data and attendance management, adhering to all associated policies and procedures. This includes ticket scanning and checking to support accurate audience and attendance data. Keeping accurate records of ticket sales and financial transactions.
- 3 To be sales focused, maintain knowledge and a proactive approach across the promotion and selling of all Newport Live performances, products and services, encouraging secondary spend including but not limited to ticket sales, initial room hire enquiries, merchandise, confectionary and food & beverage sales, with the aim of securing all income for the charity in line with organisational KPIs and Objectives.
- 4 Keeping abreast of all marketing activity, offers and sales promotions.
- 5 Assist the Marketing Team to research sales patterns and buying habits, to inform and support campaigns and initiatives, feedback on the sales results via the Box Office.
- 6 Keep abreast of all the production and events information, to provide customers with an informed view of the programme.
- 7 Provide administrative support to support Riverfront and Newport Live as and when required.
- 8 Undertake other responsibilities as appropriate to the post.
- 9 Liaise with the Customer Service Team and other staff in Newport Live venues.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

CASUAL BOX OFFICE ASSISTANT – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	1.1 Minimum of 6 GCSE's including English and Maths or Equivalent (A)	
Knowledge, Skills & Competencies	2.1 Excellent verbal interpersonal skills (I) 2.2 Ability to work accurately with attention to detail. (A/I)	2.3 Understanding of arts marketing (I)
Experience	3.1 Experience in dealing with personal, telephone, electronic and postal enquiries in a sales environment, preferably in an arts organisation. (A/I) 3.2 Knowledge of cash, cheque, and credit/debit card handling processes in a retail environment. (A)	3.3 Working with computerised box office systems and databases. (A/I)
Personal Attributes	4.1 Ability to demonstrate a friendly, enthusiastic and welcoming customer focussed approach to sales and ability to remain calm under pressure. (A/I) 4.2 Team player and self-motivator with a willingness and ability to use initiative (I) 4.3 Positive attitude towards change and new ideas (I)	
Other	5.1 Able to work evenings, weekends, including Bank Holidays (A/I) 5.2 Able to arrange own transport (I)	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre