

NEW THEATRE CARDIFF

Casual Box Office Assistant

Job Description
Person Specification

May 2022

newtheatrecardiff.co.uk
trafalgarentertainment.com
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 **TRAFALGAR**
ENTERTAINMENT

 **hq**
THEATRES &
HOSPITALITY

CASUAL BOX OFFICE ASSISTANT

New Theatre, Cardiff Ltd

The New Theatre is part of HQ Theatres & Trafalgar Entertainment Group. We are the UK's second-largest venue operator, with a portfolio of 11 venues representing a broad cross-section of UK regional theatres, live music venues and concert halls and includes several large auditoria presenting top West End productions, high profile live music acts, big-name stand-up comedy, ballet, and opera. We're focused on giving our customers an all-round excellent experience – combining great shows with industry leading hospitality and first-class service.

The New Theatre is the oldest theatre in HQ Theatres portfolio standing in the heart of Cardiff City Centre for the last 115 years. Located on Park Place, our 1100 Edwardian auditorium stages a variety of genres from drama, dance, comedy and musicals; some direct from London's West End. We pride ourselves on enhancing our customer experience with every visit, whilst maintaining and developing long lasting relationships with our loyal audiences.

Employment type: Casual

Salary: £9.50 p/h

Hours: Casual shifts will be offered depending on our program of shows. This could include afternoons, evenings, weekends, and Bank Holidays as and when required on a casual basis.

Work location: You will be based at the New Theatre, Cardiff

Purpose of the role: As a casual member of the Box Office Team, you will be responsible for the sale of tickets, memberships and associated products for shows and events in accordance with set procedures and to assist with the gathering, inputting and updating of customer information.

Our ideal candidate: You'll have previous customer service experience preferably in a live-entertainment ticketing environment. The role is customer facing, so experience in dealing with members of the public and a strong affinity for sales is essential, as is a professional, courteous and 'can do' attitude to your work. You'll be a strong verbal communicator in person and by phone; numerate and computer literate. System training will be provided, but previous experience of working with a computerised ticketing platform would be an advantage. The ability to speak Welsh is desirable for this position. You will have a keen interest in theatre and experience in delivering outstanding service in customer facing roles.

Closing date: May 11th Midday

Interviews: Week of 16th May

Inductions: 6th June

How to apply: Please email your most recent CV and a covering letter telling us why you think you are suited to this role, what interests you about the position and how we'll benefit from having you on board!

Applications should be emailed to the Box Office Manager, Michelle Webber
mwebber@newtheatrecardiff.co.uk

REPORTING

You will report directly to the Box Office Manager.

KEY ACCOUNTABILITIES

- Play a key role in ensuring that the venue is welcoming, offering outstanding service and safety to all customers, visitors and staff across all events and spaces.
- Maximise impulse buy and spend per head opportunities of programmes, food, drink and other merchandise.
- To develop a good working knowledge of the building's facilities and services in order to carry out assigned duties to a high standard.
- To assist in protecting and safeguarding the building and its visitors.

Operations

- To ensure that the highest levels of customer service are offered to all visitors to the venue and every effort is made to exceed their expectations

Health & Safety

- Assist with evacuations
- Keep the front of house areas clean and tidy.
- Report any incidents to the duty manager immediately.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
- To read, understand and provide feedback (if required) on risk assessments and safe systems of work relevant to your assigned duties.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend meetings and training sessions as required.
- At all times, act as an ambassador for the venue and HQT&H.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Worked within a customer facing role
- Previous cash handling experience

Skills

- A desire to offer excellent customer service
- An ability to communicate in a polite professional and engaging manner.
- Reliable, with a flexible and pro-active attitude
- Basic numeracy

Knowledge

- A keen interest in the live theatre and the entertainment industry

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A presentable, professional, and approachable manner which sets an example for others to follow.

Desirable

- The ability to speak Welsh
- The experience of working in a similar industry, and familiarity using an electronic ticketing system.
- Willing to work flexible hours including evenings, weekends, and Bank Holidays.