

JOB DESCRIPTION.

JOB TITLE	Box Office Assistant
REPORTS TO	Box Office Manager
DEPARTMENT	Theatre

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

The box office offers a world class service to our patrons. We often have the first interactions with our audiences, providing them with a full understanding and knowledge of all the Globe activities. The box office provides ticketing services for all departments within our company and actively look for upselling opportunities.

PURPOSE OF JOB

- Provide the highest quality of service to our patrons, customers and staff.
- Advise our patrons on all the Globe's activities by selling and actively promoting our products.

PRINCIPAL RESPONSIBILITIES

- Deliver excellent customer service.
- Sell tickets to customers in person, over the phone, by email and in the post, using the box office ticketing system (Tessitura).
- Process group/school bookings; maintaining the reservations; chasing expired reservations and processing payments.
- Process ticket agent sales/bookings as required.
- Take responsibility for accurately processing payments; Cash, Credit Card, Theatre Tokens, On Account funds. Reconciling your own financial takings with the computer record at the end of each shift.
- Ensure accurate information on our customers is processed at the point of purchase, asking the relevant Data Protection questions.
- Ensure that customer records and patron details are accurate, making amendments where necessary.
- Answer customer enquiries in a prompt and efficient manner.
- Remain up to date on all Globe activities, Box office policies, special offers and system updates.
- Liaise with members of other departments to facilitate the smooth operation of all events.
- Deal with all Box Office transaction data and related paperwork (filing and archiving).
- Communicate any problems or queries to the Box Office Manager or Deputy Box Office Managers.
- Be an active and supportive member of the box office team.
- Undertake any other duties that may be reasonably required.

PERSON SPECIFICATION

ESSENTIAL

- Experience of working with the general public in person and over the phone in a customer service environment.
- Excellent administration skills, with good attention to detail.
- Excellent written and verbal communication skills (including on telephone), with the ability to deal effectively with people at all levels.
- Ability to remain professional and motivated whilst working in a busy environment.
- Strong customer service focus.
- Persuasive and articulate communicator and presenter with good influencing skills.
- A proactive and solutions focused approach to problem solving.
- Working knowledge of IT packages including Microsoft Office (Word and Excel).
- Proven experience of working effectively as part of a team and being a supportive team member.
- Knowledge of the Tessitura ticketing system and operation.
- Available to work evenings and weekends.

DESIRABLE

- Box Office Experience.
- Experience of using a computerised ticketing system, particularly Tessitura.
- An interest in the work of Shakespeare's Globe.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Full Time (1 role, but open to job share) and 16 hours weekend position (2 roles)

[A full set of terms and conditions will be supplied with a contract of employment]

Hours:	(Full time) 40 hours per week inclusive of meal breaks; hours will be determined each week over a Monday to Sunday week and agreed with the Box Office Manager or the Deputy Box Office Manager. We are open to splitting this full time role into part time roles. (Weekend Position): 16 Hours over Saturday and Sunday mutually agreed by you with the Box Office Manager or the Deputy Box Office Manager.
Salary:	£23,300.68 per annum (full time) / £11.16 per hour (casual)
Holiday:	The annual holiday leave is 28 days per calendar year plus Bank Holidays, pro rata for casual hours.
Benefits:	Discount in the Globe shop and onsite restaurants/cafes; free entry to selected Education events; access to our free employee assistance programme via phone line and website; season ticket loans available; eye test scheme; SGT will auto-enrol eligible staff into a pension scheme, with required employer contributions.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.