**Box Office Assistant - Casual**

**Job Pack**

## 

**Job Title** – **Box Office Assistant**

In November 2010 Manchester City Council Executive Committee agreed to fund the development of a new £25m purpose built cultural centre, HOME, on the First Street site in Manchester. The building will be operated by Greater Manchester Arts Centre Ltd (“GMAC”); a charity that formally traded as Cornerhouse and as the Library Theatre Company and will trade in the new building as HOME. We open in late April 2015.

HOME includes a 500 seat theatre, 160 seat flexible theatre space, 500m2 gallery space, 5 cinema screens, education spaces, digital production and broadcast facilities, café bar, restaurant, offices and other ancillary spaces consistent with a production centre, a making place – intimately concerned with providing new opportunities for artists and audiences to create work differently.

HOME is launching with its first artistic programme of equally important theatre, contemporary visual art and film. This will sometimes manifest itself in cross art-form projects working across the entire organisation and involving a huge range of people of all ages and backgrounds.

You will be part of an exciting forward-looking organisation working with a wide range of artists, guests and audiences. Our team is enthusiastic, motivated and engaged so expect to be challenged! If you can share our ambition and have the skills, knowledge and experience to do the job, this is a great and unique opportunity.

**Overview – Box Office Team**

* The Box Office at HOME now represents the public-facing side of our new building and expanded programme – as a team we are looking to maintain and improve on our high level of customer service, delivered to a wider audience that includes cinema goers, fans of contemporary visual arts and the theatre.
* The box office assistants provide a crucial role in introducing visitors to our brand new facility, aiming to deliver assistance regarding bookings, building and programme information as requested by our patrons. S/he will take an active role within the team of box office staff in bringing our customers to the fore of the HOME experience.

**Our Ideal Candidate**

* The ideal candidate will have a proven record of excellent customer service. They will be an excellent communicator, able to engage customers from diverse backgrounds, and capable of explaining and communicating HOME’s programme clearly and succinctly to our varied customer base.
* They will be experienced at dealing with guests in a public venue, communicating with staff and visitors in a professional manner and processing bookings in person, over the phone and assisting with online procedures.
* We wish to work with a highly motivated individual, who is organized, efficient and can confidently and professionally respond to busy incoming periods in a venue with up to a thousand guests at any time spread over our theatres and cinemas.

**Application Procedure**

Please complete the HOME application form telling us how you meet the Person Specification for this role and return with a completed Equal Opportunities questionnaire.

The deadline for applications is **Friday 19th April at 12:00 noon**

Interviews will take place on **Tuesday 30rd/Wednesday 24th April**

Please email a PDF copy of your application to [simon.fisher@homemcr.org](mailto:simon.fisher@homemcr.org).

Unfortunately we cannot contact unsuccessful applicants - if you have not heard from us by **12:00 noon on Friday 26th April** please assume that we will not be taking your application any further.

HOME strives to be an equality of opportunity employer

Thank you for your interest in this post.

## Responsible to Box Office Manager

**JOB DESCRIPTION for BOX OFFICE ASSISTANT**

**Purpose**

To provide the highest standard of customer service to customers of HOME. Dealing with all aspects of the Box Office service including sale of tickets for screenings, events and courses, provision of information on all aspects of the HOME programme, ensuring that all relevant legislation, licensing and data protection are complied with.

**Main Duties**

1. To be responsible for providing an efficient ticket selling service that meets and where possible exceeds all HOME customer expectations, in person or over the phone.
2. To understand all legislation with regard to cinema certification and adhere to all relevant requirements.
3. To keep clear and accurate records of all cinema and theatre admissions, ticket sales and takings on a daily basis.
4. To accurately record and maintain customer information ensuring that all aspects of the Data Protection Act and GDRP are complied with.
5. To be conversant with all aspects of the HOME programme and facilities, and to promote them in a positive and proactive way to all HOME visitors.
6. To ensure that the Box Office area is kept clear, tidy and secure at all times and where appropriate replenish and tidy leaflet racks and displays.
7. To reconcile cash draws and monitor safe floats as requested, reporting any discrepancies immediately to the Box Office Manager.
8. To answer incoming calls promptly and politely, forwarding to the appropriate departments or when necessary, taking clear messages.
9. To manage the logging and collection of lost property items, completing all appropriate documents.
10. To deal with incoming and outgoing print deliveries, completing all appropriate documents.
11. To ensure personal details are kept up to date and all paperwork is completed as and when required.
12. To undertake training in customer service skills and in any other skills relevant to the post as directed by the Box Office Manager.
13. To record all deliveries, group and maintenance visits in the relevant logs
14. To report any accidents, incidents, customer complaints or comments immediately to the Front of House and Box Office Manager.
15. Understanding the varied needs of customers with disabilities and communicating HOME’s access facilities to said customers to ensure a high standard of customer service for all visitors.
16. To assist in data entry and the maintenance of HOME’s customer database.
17. To be prepared to work off-site for special events as required by the Box Office Manager
18. To cover any other duties relevant to the post as required by the Box Office Manager.

PERSON SPECIFICATION for BOX OFFICE ASSISTANT

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|  | *ESSENTIAL* | *DESIRABLE* |
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| **QUALIFICATIONS AND TRAINING** |  | Training in customer care |
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| **SPECIALIST KNOWLEDGE** | Knowledge and understanding of HOME programme | Knowledge and understanding of film, visual arts and theatre culture.  Awareness of Health & Safety issues  Awareness of disability issues |
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| **EXPERIENCE** | Experience of working in a customer focused environment, facilitating excellent customer service.  Experience & ability to work as effective member of a team | Experience of working in a box office  Experience of working in a public venue  Experience of handling cash and card transactions |
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| **PRACTICAL SKILLS** | Ability to work on own initiative.  Able to work effectively under pressure  Excellent communication skills, able to use tact & diplomacy when required  Conscientious & punctual  Understanding of the importance of customer service | Active interest in the arts & in particular with film, visual arts and theatre. |
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| **DISPOSITION & ATTITUDE** | Ability to remain calm and deal effectively with unexpected circumstances  Excellent standard of personal presentation  Reliable and enthusiastic with positive attitude to engaging with visitors  Self-motivated & with an interest in developing new skills  Ability to work well in a diverse team & to cooperate with others  Understanding of & commitment to Equal Opportunities |  |
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| **PERSONAL CIRCUMSTANCES** | Interest in extra shifts covering staff holiday, sickness or busy periods as required, including evenings and weekends |  |
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**TERMS AND CONDITIONS OF SERVICE**

**BOX OFFICE ASSISTANT**

GMAC Ltd has a Staff Manual that provides full details of all terms and conditions of employment as well as staff benefits. The following are the main terms of employment.

**Salary** £8.74 per hour

**Hours of work** Zero Hour contract

**Probationary period** 1 month

**Period of notice** 1 month will apply to both employer and employee

**Holidays** Holiday allocation paid as increase in hourly rate, no fixed working schedule