

**HAYES**  
**BECK THEATRE**

# Casual Box Office Assistant

Job Description  
Person Specification

October 2021

**HQ Theatres** is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

**Beck Theatre** is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

**Beck Theatre** is a vibrant and dynamic place to work – a venue which presents a wide and varied programme of music, theatre and comedy. We always provide our staff with the best opportunities to train and develop within the organisation.

- Employment type:** Casual
- Salary:** £8.91 per hour
- Hours:** Casual hours, this will be offered work on a 'shift by shift basis' within a flexible shift pattern, which will include evenings, at weekends, and on Bank Holidays, as well as weekday daytimes.
- Work location:** You will be based at the Beck Theatre, Hayes
- Purpose of the role:** Customer-facing role to maximise ticket sales for the venue and ensuring a positive experience for patrons to continuously increase and develop the Beck Theatre's audiences.
- Our ideal candidate:** An excellent sales person with strong customer service skills and a calm head.
- For an informal discussion contact:** Hollie King – [hollie@becktheatre.org.uk](mailto:hollie@becktheatre.org.uk)  
020 8561 7506
- Closing date:** 31<sup>st</sup> October 2021
- How to apply:** Send your CV and a covering letter to [hollie@becktheatre.org.uk](mailto:hollie@becktheatre.org.uk). Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report directly to the Customer Experience Manager.

## KEY ACCOUNTABILITIES

- Sell tickets for productions, Creative Learning activities and Hospitality packages both as part of the Theatre's counter service, and by telephone as required.
- Sell shows and services to customers proactively, in accordance with the Beck Theatre's sales policies.
- Maximise ticket sales revenue from every interaction with each customer, ensuring the Ticket Sales team up-sell shows and services whilst also ensuring ticket yield remains high.
- Undertake all duties in a way which contributes to the Beck Theatre's objective of providing excellent customer service.
- Undertake training and development relevant to the successful execution of the job role.

## Other Responsibilities

- To adhere and comply with all company policies regarding cash, keys and security.
- Any other reasonable task as requested by Management, which enables the theatre to carry out its business.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Undertake training and development relevant to the successful execution of the job role.
- Attend and, if required, note take meetings as required.

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. In particular, 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

- Knowledge on how to process payments
- Customer service experience

### Skills

- Literacy and computer literacy appropriate to the requirements of the post.
- An excellent telephone manner.
- Excellent attention to detail.
- An ability to be flexible to business needs and work calmly and effectively under pressure.

### Knowledge

- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service

### Attitude

- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.