



POSITION: Box Office Assistant
LOCATION: Trafalgar Theatre, London.
REPORTING TO: Box Office Manager and Deputy Box Office Manager.
HOURS: 26 hours per week, to include evenings and weekends.

The **Trafalgar Theatre** opened its doors in July 2021, following an extensive internal renovation, which has seen the restoration of the former Trafalgar Studios into a single, two-tiered auditorium, the complete renovation of the main foyer and bars in an art deco style and significant improvements to the washroom facilities. Trafalgar Theatre is now host to the beloved Tony, Grammy and Olivier Award-winning smash hit musical Jersey Boys, which has made its much-anticipated return to the West End.

The Box Office Assistant plays an important role in the smooth running of the Box Office, providing accurate administration, and offering the highest standard of customer service whilst working pro-actively to maximize tickets sales.

Person Specification

The position of Box Office Assistant requires a hard-working team player who is readily able to embrace the fast-paced environment of the Box Office. They must maintain a high level of accuracy in completing any given task and consistently demonstrate adaptability and enthusiasm. Importantly, as an ambassador for the both the theatre and our resident productions, they must conduct themselves in a professional and friendly manner at all times. The capability to exercise the utmost confidentiality, discretion and integrity regarding information acquired as a result of their position within the organisation is critical.

Strong and demonstrable experience in providing excellent customer service is essential. The Box Office Assistant must be a clear and confident communicator and possess excellent written and numerical skills. Highly self-motivated, whilst being comfortable working as part of a close-knit team, the Box Office Assistant must possess good problem-solving skills and an ability to remain calm under pressure. They must also understand the importance of attention to detail and have a natural ability to prioritise.

Crucially, the Box Office Assistant will demonstrate a desire to learn new skills and to develop themselves professionally to ensure that they make an ongoing contribution to the success of their team and the venue. With this in mind, they must remain flexible to the demands of the business and be prepared to work additional hours as reasonably required by the Box Office Manager and the Theatre Management. Contractual hours will be determined by a rolling rota, to which the postholder must punctually adhere.



Key Responsibilities

- **Ticket Sales & Customer Service**
 - To have a detailed knowledge of the productions, either resident at that time or scheduled to be playing in the future, at the Trafalgar Theatre.
 - To open the Box Office punctually, as per the requirements of the rota.
 - To respond positively to all ticket enquiries over the phone, counter and email with the aim of achieving sales.
 - To use the ticketing software AudienceView (AV) to sell tickets and accurately capture patron details, and to ensure that all customer booking communications adhere to the Data Protection Act.
 - To offer guidance at the counter on booking e-tickets for performances of productions playing at that time or scheduled to be playing in the future at the Trafalgar Theatre.
 - To allow for special requirements in the accurate booking in of access patrons; to offer assistance to patrons wishing to join Trafalgar Theatre's Access Membership Scheme; and to monitor emails in the Box Office Access inbox.
 - To process all ticket requests (reservations/exchanges/payments) from the production office, resident cast and Company Manager.
 - To be the Box Office point of contact during incomings.
 - To actively support the FOH Duty Manager and Supervisors to resolve ticketing issues during show incomings.
 - To ensure any unresolved pre-performance complaints/issues are documented and speedily escalated to the Box Office Manager and Theatre Management to ensure a satisfactory resolution for our patrons.
 - To balance counter takings on a daily basis.
 - To ensure all monies are secured and balanced for banking.
 - To ensure the Box Office provides accurate and timely reports for promoters and management.
 - To provide accurate post-performance reports and sales breakdowns for producers and Trafalgar Entertainment.
 - To review holds and inventory to maximise sales potential.
 - To complete mark-backs of holds (BO/Company/House/Agent etc).
 - To ensure PP seats are sold at the best possible price.
 - To set up ticket offers (including request forms, AV checking and agent test bookings).
 - To pull a weekly report on SOLT token transactions, as well as providing SOLT with weekly sales reports.
 - To actively promote positive relationships with all recognised agencies.
 - To actively promote positive relationships with other show promoters (marketing/press) and production companies (producers/resident company).
 - To work productively under reasonable levels of pressure and complete tasks within specific deadlines.



- To co-operate and communicate effectively with other Box Office Assistants in the sharing of tasks and duties equally.

- **General Responsibilities**
- To adhere to all Health & Safety procedures to minimise the risk of injury and accidents, reporting incidents to the General Manager.
- To contribute to ensuring a safe and efficient working environment.
- To attend training courses, as required, and take responsibility for ongoing professional development.
- To attend any Health & Safety training, as required.
- To represent the theatre in a professional manner at all times, providing excellent internal and external customer service to company colleagues, visiting production staff and building contractors.
- To complete any other delegated task that may assist the company in achieving its business objectives, as required by the General Manager or Box Office Manager.



How to Apply for this Position

Candidates are advised to visit the Trafalgar Entertainment website and download an application form. This can be found at the following link:

<https://www.trafalgarentertainment.com/careers/jobs-board/>

Completed application forms should then be sent by e-mail to:

recruitment@trafalgarentertainment.com.

Please use the subject line **BOX Application**.

Closing Date

All applications must be received by 5.00pm on Sunday 3rd July.

Queries

Any queries should be addressed to Sarah Phillips (Theatre Administrator) at trafalgarmanagement@trafalgarentertainment.com.