

JOB DESCRIPTION

Role:	General Theatre Assistant (2 posts)
Reporting to:	Theatre Administrator
Line Managing:	None
Hours:	24 hours per 4 week period per person (approximately, depending on availability)

These posts are being appointed on a fixed term contract for 12 months due to the expansion of the theatre over that period. The Box Office opening is scheduled for a 2 hour slot Monday-Friday afternoons, with an occasional requirement to work evenings or weekends.

Purpose of the Role:

To act as the principal point of welcome to the Headgate Theatre when on duty, and to offer the highest levels of customer service to patrons and hirers in person, by telephone and by email. To maximize sales for the Headgate Theatre, and to have an extensive knowledge of Headgate Theatre events. The post holder will be working independently following induction and familiarisation. The post holder will be required to undertake a Disclosure and Barring Service check.

Duties

1. To provide an efficient ticket sales service to telephone, email and walk in customers using TicketSource, in accordance with theatre protocols.
2. To provide front desk cover for evening/weekend events if required and ensure that any issues arising are communicated appropriately using the agreed systems.
3. To provide a reception point for theatre hirers, contractors and visitors.
4. To assist in maintaining the general cleanliness and tidiness of the foyer, leaflet displays and other public areas, having regard to Health and Safety legislation.
5. Assist the Theatre Administrator as required with other duties associated with the smooth running of the theatre or promotion of events

Essential skills, knowledge, abilities

1. Experience of working with the general public in person and over the telephone in a customer service environment.
2. Experience of using a computerised ticketing or booking system.
3. High standard of written and spoken English with the ability to communicate with people from a range of backgrounds .
4. Experience of cash handling and reconciliation.
5. Strong team working skills.
6. Good IT skills, with a working knowledge of Microsoft Word and Excel.
7. Willingness to attend all training relevant to the position
8. Must be able to work occasional evenings and Saturday or Sunday hours

Desirable

1. Experience of working in a theatre or similar public facing environment.
2. Emergency First Aid trained

Personal attributes

1. A tactful and friendly manner.
2. Hard working and self-motivating.
3. Confident and outgoing, with the ability to promote The Headgate's productions and facilities to customers.
4. A commitment to providing excellent customer service.