

Box Office Assistant – Job Description

Post Title:	Box Office Assistant
Responsible to:	Box Office Manager
Responsible for:	n/a
Key contacts:	All other staff and volunteers, external suppliers and customers

Background

The Stables group – based in Wavendon, Milton Keynes – is owned by the registered charity, Wavendon Allmusic Plan Ltd, founded in 1969 by Sir John Dankworth and Dame Cleo Laine to engage the widest range of people with music in all its diversity. It currently realises its vision through The Stables in Milton Keynes, one of the UK's leading music organisations delivering over 350 concerts across all music genres and 250 education projects per annum, including the National Youth Music Camps. It also produces IF: Milton Keynes International Festival, a multi-artform festival founded in 2010 which engages people with music and sound in unusual spaces and unexpected ways every two years.

Job Summary

We are currently looking for casual assistants to provide box office services for **The Stables**. These will include processing ticket sales and reservations through our specialist computerised ticketing system, dealing with customer enquiries, acting as a reception point for the organisation and delivering a high level of service to all visitors to The Stables. Evening and weekend work will be required.

As well as requiring box office staff year-round at The Stables, we are also recruiting box office staff to work at this year's **IF: Milton Keynes International Festival** (which is produced by The Stables) from 20-29 July.

N.B. This job description is designed to give you an overall view of the job and is not a definitive list of tasks.

Principal Responsibilities

1. To undertake daily routine duties in the Box Office as directed by the Box Office Manager including dealing with customer bookings by post, telephone, email, internet, and personal visits with payments by cash, cheque, credit card and voucher
2. To deal with all customers (internal and external) in a friendly, courteous and patient manner, ensuring the highest standards in customer care at all times

3. To be familiar with the contents of the Box Office manual and adhere at all times to the procedures therein, and other procedures as notified by the Box Office Manager
4. To assist in the accurate maintenance of customer records on the computerised Box Office System (currently Databox), collecting information as directed to assist with marketing promotions
5. To produce financial records of business transacted and balance the takings in accordance with box office procedure
6. To respond to requests for information about events
7. To undertake any other appropriate duties required.

Required Knowledge and Experience

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • Good level of education (passes in GSCE or equivalent) or relevant experience 	<ul style="list-style-type: none"> • GSCE Maths and English or equivalent
Job Related Experience	<ul style="list-style-type: none"> • Comfortable with basic computer software such as word processors / spreadsheets / email etc • At least one year's experience in a customer service environment, dealing with people in person and on the telephone 	<ul style="list-style-type: none"> • Box Office experience • Administrative experience including an appreciation of the requirements of simple financial accounting and balancing procedures • Experience of working in a marketing or sales environment
Personal Qualities	<ul style="list-style-type: none"> • Accurate and methodical, particularly on keyboard • Confident telephone manner • Excellent customer care and problem solving skills • A knowledgeable interest in music • A good team player who can work on own initiative and work under pressure • An appreciation of sales opportunities and an aptitude for selling • Adaptability to changing needs, people, clients, IT systems and deadlines 	<ul style="list-style-type: none"> • A commitment to promoting the arts in general

	<ul style="list-style-type: none"> • Results orientated • An ability to contribute to good working relationships at all levels across the organisation 	
Other	<ul style="list-style-type: none"> • Flexibility of working hours – daytime, evening, weekend/bank holiday work may be required • Willing to undertake training 	<ul style="list-style-type: none"> • Current driving licence and own transport

Key Terms and Conditions

While we cannot guarantee how many shifts will be available, hours are likely to be in the region of 10-15 per week. Hours to be negotiated but some evening, weekend and occasional Bank Holiday shifts will be expected.

As well as requiring box office staff year-round at **The Stables**, we are also recruiting for box office staff to work at this year's **IF: Milton Keynes International Festival**, which runs from 20-29 July. **Candidates interested in working at the Festival must be available for all 10 days of the Festival and be able to work a number of shifts during the day and in the evening.**

The rate of pay for is £7.83 per hour.

Candidates will be subject to a one month probationary period.

Applicants who wish to discuss the role in advance of application can arrange to talk to the Box Office manager by contacting Lorraine Hack on 01908 280828 or emailing lorraine.hack@stables.org

Full terms and conditions will be made available on offer of appointment.

How to Apply

Applications must be made on The Stables application form which can be downloaded from The Stables website www.stables.org or obtained from Lorraine Hack lorraine.hack@stables.org We regret that CV's cannot be accepted without a completed application form (no agencies please).

Please indicate on your application form whether you are applying for:

- a) a box office assistant role at The Stables,
- b) a box office assistant role at IF: Milton Keynes International Festival,
- c) or both roles

Completed applications should be returned to lorraine.hack@stables.org or by mail to Lorraine Hack, The Stables Theatre Ltd, Stockwell Lane, Wavendon, Milton Keynes, MK17 8LU – **the closing date for applications is noon on Tuesday 1 May.**

Interviews will be held on Thursday 10 May. Applicants invited to attend an interview will be notified by 5pm on Friday 4 May.

The Stables is an equal opportunities employer, which is actively seeking to employ people currently under-represented in the creative and cultural sector. This includes young people, ethnic minorities and people with disabilities. We would be grateful if you can also complete and return our Equal Opportunities monitoring form.