

Come and join The Stables team!



Casual Box Office Assistant
Job Pack

Job Description

Post Title: Box Office Assistant

Responsible to: Ticketing Services & Customer Relations Manager

Responsible for: N/A

Key contacts: All other staff and volunteers, external suppliers and customers

Background

The Stables, based in Milton Keynes, is one of the UK's leading music venues with a vision to engage the widest range of people with music in all its diversity. We enrich people's lives with opportunities to access, participate in and experience live music and the arts in general.

We typically deliver over 400 concerts across all music genres and 200 learning and participation projects each year. We also engage people with extraordinary events in unusual spaces and in unexpected ways through IF: Milton Keynes International Festival and other signature events.

The Stables is located in one of the UK's fastest growing and economically vibrant cities and part of Arts Council England's National Portfolio. We have a core team supported by over 200 volunteers who support many areas of the organisation Front of House and Backstage.

www.stables.org

www.ifmiltonkeynes.org



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 Spektrix, our 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.

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 Ticketing Services & Customer Relations Manager including dealing with customer bookings by 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 Ticketing Services & Customer Relations Manager
4. To assist in the accurate maintenance of customer records on the computerised Box Office System (currently Spektrix), 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 GCSE or equivalent) or relevant experience 	<ul style="list-style-type: none"> • GCSE 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 • Results orientated • An ability to contribute to good working relationships at all levels across the organisation 	<ul style="list-style-type: none"> • A commitment to promoting the arts in general
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 10-20 per week. Hours to be negotiated but evening, weekend and occasional Bank Holiday shifts will be expected.

The current rate of pay is £11.44 per hour.

Candidates will be subject to a three-month probationary period. Full terms and conditions will be made available on offer of appointment.

How To Apply

Please submit a CV with covering letter that details your interest and suitability for the role with particular reference to how you meet the skills and experience required.

Completed applications should be returned to joana.cooper@stables.org – **the closing date for applications is noon on Monday 14 October**. Successful applicants will be invited to attend an interview at The Stables.

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.
