



## Role Description

**Role Title:** Casual Box Office Assistant

**Location:** Octagon Theatre & Westlands Entertainment

**Job Family:** Arts and Entertainment

**Grade:** 1

### Main purpose

To deliver an efficient Box Office that offers a high level of customer service to maximise income for the Arts & Entertainment Service.

### Key tasks

1. To be conversant with all aspects of ticket sales including the computerised Box Office Ticket selling system (currently Spektrix), and all associated tasks.
2. Cash handling – taking responsibility for your own float and monetary takings every shift.
3. To act as a reception point for both buildings, ensuring all customers are greeted in a polite and friendly manner and receive an efficient service when visiting our venues.
4. To assist the Marketing Department as required.

### External and Internal Contacts

Company representatives, Customers of the venues, staff, face to face, telephone, written and electronic communication.

### Working Environment

The Octagon Theatre and Westlands Entertainment Venue.

### Health and Safety at Work

South Somerset District Council's Policy, Organisational and Arrangement Document, together with this Department's Policy and Statement and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

### Data Protection and Freedom of Information Acts 1984/1998/2000

All employees who are involved in the processing or handling of data have an obligation to comply with the terms of the Data Protection Acts 1984 and 1998 and the Council's Data Protection Policy and the Council's Data Protection Policy and Freedom of Information Act 2000.





## **Equal Opportunities**

South Somerset District Council is committed to the fair treatment of its staff, potential staff or Users of its services, regardless of race, gender, religion, sexual orientation, responsibility for dependants, age, physical/mental disability or offending background.

## **Recruitment of Ex-Offenders**

Having a criminal record will not necessarily bar you from working at SSDC. A copy of our Policy Statement on the recruitment of Ex-Offenders and our DBS policy, is available on request from Human Resources.





## Personal Specification

Qualifications	Essential or Desirable
Customer Care qualification	Desirable
GCSE Maths and English Grade B or equivalent	Essential
Word processing qualification	Desirable

Knowledge	Essential or Desirable
Knowledge of computerised ticketing systems and database management	Essential
Knowledge of Spektrix ticketing systems	Desirable
Knowledge and understanding of effective customer care	Essential
Knowledge of the arts	Desirable

Skills	Essential or Desirable
Excellent oral and written communication skills	Essential
Excellent customer care skills	Essential
Be computer literate and have good numeracy skills	Essential
Demonstrate excellent organisation and planning skills.	Essential
Have an excellent eye for details.	Essential

Experience	Essential or Desirable
At least one year's experience in a sales environment.	Essential
At least one year's experience in a Theatre Box Office.	Desirable
Telephone Sales Experience	Essential





<b>Personal qualities</b>	<b>Essential or Desirable</b>
Enjoys working with people	Essential
Personable and well-presented	Essential
Self-motivator looking to continually improve the service offered to customers	Essential
Willing to work flexibly	Essential
Stay calm under pressure	Essential

