

Vision

A world transformed by your imagination

Background and context

Bristol Old Vic is the longest continuously running theatre in the UK, and following a £12million redevelopment project, is now one of the most modern and comfortable; with state-of-the-art rehearsal rooms, a dramatically extended forestage and precision-engineered sightlines giving audiences an even more intimate theatrical experience.

We are determined to use the last few years as an opportunity for radical renewal offering a high quality, progressive, inspiring, relevant and representative programme of work across the year, with better representation across all roles, giving everyone the opportunity to encounter and enjoy creativity.

We recognise the importance of supporting people in their creativity. Everyone should have access to creative opportunities and our role is to develop, promote and co-produce artistic participation, and imaginative experiences for audiences across Bristol, the region and beyond. Working with people from early years to later stages of life, developing pathways into the creative industries and nurturing and supporting those who work with us at every stage.

Our Mission:

- Inspire, delight and surprise the people of Bristol and far beyond with excellent live theatre in an atmosphere of creativity, welcome and adventure.
- Transform the lives of our artists, our public (young and old alike) and our staff through the creative opportunities we offer in our building and across the city
- Nourish, share, celebrate and be inspired by the heritage of Britain's oldest theatre.
- Develop a flexible and sustainable business which embodies the value of our theatrical identity and history.

Our Values:

- Bristol Old Vic people are welcoming, professional and boundlessly curious; playful, ambitious and rigorous; resourceful, honest and generous; collaborative, dedicated and bold; Bristolian and global at the same time.
- We are custodians of Bristol Old Vic for future generations and do everything in our power to build on and amplify its phenomenal history.
- The stories we tell should fully reflect our society so that all sections of Bristol's community feel Bristol Old Vic belongs to them.
- We remember at all times that everything we do is an experiment, that uncertainty makes discovery possible and that it is our job to explore rather than to define

JOB DESCRIPTION

Post: Guest Services Facilitator - Evening

Responsible to: Guest Services Manager

Purpose of the Role

To ensure the smooth delivery of all guest service operations within the building, this includes, but is not limited to; audience members, bar patrons, contractors, Bristol Old Vic companies, visiting companies, event organisers and event participants.

This role will efficiently deal with ticket sales and customer enquiries both in person and on the telephone, as well as carrying out administrative and security tasks and acting as a fire steward.

Please see terms and conditions below for standard working hours.

Structure of the Team

Head of Operations
Guest Services Manager
Guest Services Facilitator - Evening (**this role**)

Key Duties and Responsibilities

Guest welcome

- To act as the first point of contact to guests, including providing the highest levels of standard of customer service and assistance to visitors.
- To sell tickets, gift vouchers, memberships and other merchandise, using the Box office ticketing system - ensuring all financial procedures are adhered to correctly.
- Monitor shared email inbox and deal with any queries.
- To maintain accurate customer records and handle data in accordance with data protection laws including GDPR.
- To handle telephone enquiries and seek potential sales, and to operate the company switchboard receiving incoming calls and ensuring that callers are put through to the correct extension or that messages are accurately taken and passed on.
- Use the phone and radio system appropriately to communicate with staff around the building.
- To deal with any complaints sensitively – recording details in the complaint log. If unable to resolve an issue refer the customer to the Guest Services Manager.
- To ensure foyer is kept well stocked with printed material and ensure that all areas are always kept tidy and presentable.

- To carry out administrative tasks related to the role including preparing outgoing post for collection by royal mail.
- To receive and sign for deliveries and notify recipients.
- To be knowledgeable of Bristol Old Vic's performance diary.
- Handling cash and other methods of payment, ensuring all financial procedures are adhered to correctly.

Health, Safety and Security

- Be responsible for locking up at the end of the day, after all customers and employees have left.
- Complete a full fire walk of the building at the start of every shift and ensure all exits are obstruction free, all fixtures and fittings have not been tampered with, and to investigate any suspicious behaviour or unattended objects.
- To sign in visitors, issue access passes and induct visiting groups.
- Monitor CCTV.
- Assist with compliance related regular checks (such as weekly fire alarm call point test).
- Complete routine checks of the building (such as toilet inspections and checks of first aid supplies).
- To monitor the fire alarm panel and Vesda system and manage activations or fault messages as appropriate.
- To liaise with the intruder alarm monitoring company, the fire alarm control centre, the emergency Key Holders/Major Incident Team as appropriate.
- To work with Duty Manager in delivering evacuations of any kind and act as the main point of contact with the emergency services.
- To be a designated first aider.
- To complete and file accident and incident logs and share with guest services manager.
- Processing any lost property that is handed in.
- Securing the building at close of business.

Organisation Wide Responsibilities

The following responsibilities are shared by all staff members of Bristol Old Vic:

- To work for the benefit of the whole organisation
- To comply with all BOV policies including Equality and Diversity, Dignity at Work, RESPECT Charter Health & Safety, Safeguarding and other policies included in the Staff Handbook
- To attend regular staff meetings and other departmental meetings that may be arranged.
- To keep up to date with the activities of the organisation.
- Undertake additional duties as may reasonably be required.

PERSON SPECIFICATION – Guest Services Facilitator - Evening

Essential	Desirable
• Excellent customer service skills • Highly reliable and exceptionally trustworthy person • Methodical and organised • Able to deal with and manage large groups of people • Good basic computer skills and knowledge of Microsoft Word and Excel • Good telephone manner and communication skills • Good telephone manner and communication skills • Can keep calm under pressure and deal with customer conflict effectively	• Interest in the Arts • First Aider or willingness to undergo training • Experience in working with people of all ages, backgrounds and abilities • Previous guest services experience • Experience of using CRM or ticketing software, ideally Spektrix • Understanding of Health and Safety procedures

TERMS AND CONDITIONS

Hours: **22 Hours per week** - Core Hours will be performed over evening shifts, with the expectation of later finishing times to cover additional business requirements paid at an hourly rate. Overtime is also available to cover additional shifts (such as when colleagues utilise annual leave etc.)

The Evening Guest Services Facilitator is required to stay on shift until all staff and visitors have left the building at night and this can be past the standard shift end time of 23:00. There are occasions (early shows) whereby the post holder may be asked to start slightly earlier than contracted to ensure reception is covered whilst the building is in show mode. You will be given adequate notice and paid at a hourly rate for any additional hours worked outside of the example shift pattern.

Example Shift:

Monday – Thursday: 17:30 – 23:00

Contract: **Permanent, Part-time**

Salary: **£24,609.75 per annum (pro rata £15,466.88)**

Holiday: **6.6 weeks per annum (33 days)** including bank/public holidays, For part-time employees, annual leave and bank holiday entitlement will be calculated on a pro rata basis. These shall be taken at such time or times as may be approved by your Line Manager. There are restrictions to taking annual leave around the Christmas period, except for days where the business is closed.

Probation: Three months' probation period (during which there is one week's notice on either side)

Pension: Bristol Old Vic provides an auto-enrolment pension scheme in line with UK employment legislation. You will automatically be enrolled after 3 months of employment, unless you meet the exemption criteria or wish to opt out.

Notice period: One month's notice following successful completion of probation period

Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- Receipt of at least two independent references, which are satisfactory to Bristol Old Vic.

NB: References produced by candidates will not be accepted.

- Verification of identity and Right to Work in the UK to be produced at interview stage.