



Welcome Team (Box Office) - Application Information

Vision

A world transformed by your imagination

ABOUT US

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.

As we emerge from the COVID-19 pandemic, Bristol Old Vic's Vision, Mission & Values are unchanged, but we are determined to seize the opportunity the pandemic has afforded us to transform the business: offering a high quality, progressive, inspiring, relevant and representative programme, in a new live/streamed hybrid form, giving everyone the opportunity to encounter and enjoy creativity.

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: **Welcome Team (Box Office)**

Responsible to: **Deputy Box Office Manager**

Purpose of the Role

To deal efficiently with all enquiries regarding tickets for productions, both in person and on the telephone and to generally assist in the activity of the Marketing and Communications Department.

Key Duties Responsibilities

- To sell tickets, gift vouchers, pre-show dining, memberships and other merchandise using the Box Office ticketing system
- To promote and maintain the highest standard of customer service in all Box Office operations
- To act as representative of the theatre as the first point of contact with the public, including providing the highest levels of access and assistance to visitors.
- 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.
- Monitor Box Office email inbox and deal with any queries.
- To ensure Box Office and foyer are kept well stocked with print and ensure that all areas are kept tidy and presentable at all times.
- To maintain accurate customer records and handle data in accordance with data protection laws including GDPR.
- To receive and sign for deliveries at reception and notify recipients.
- Use the phone and radio system appropriately to communicate with staff around the building.

- Handling cash and other methods of payment, ensuring all financial procedures are adhered to correctly.
- To make an accurate record of any complaints, using the feedback and complaints log, and to deal with them sensitively or refer them to the Box Office Manager or Deputy Box Office Manager
- Oversee the general day to day security of the building reporting to members of staff via radio or phone communication.
- To carry out administrative tasks related to the posting of tickets and mail outs as directed.

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

Essential	Desirable
A passion for the cultural sector and the arts	Experience of customer service, ideally in a Box Office setting
Ability to work as part of a team and communicate with colleagues at all levels and in different departments	Experience of using CRM or ticketing software, ideally Spektrix
Excellent communication skills over the phone, in writing and in person	Knowledge of Bristol's cultural scene, and of the national theatre ecology
Competent IT skills including Microsoft Outlook, Word and Excel	

TERMS AND CONDITIONS

Hours:	The Box Office is staffed 9.30am-8.15pm Monday – Saturday and is open on Sunday when there is a performance. You will need to be available to work during these hours, particularly weekends and evenings.
Contract:	Zero-hour, casual contract
Salary:	£9 per hour + holiday pay
Pension:	It is the law that, depending on your age and level of earnings, we may be required to automatically enrol you into a workplace pension scheme where both you and the company will be required to make contributions (auto enrolment pension scheme).

Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

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