

# Job Profile

## Box Office Assistant

Grade A HAY 176C

Date created: 8<sup>th</sup> November 2023

### About the Job

- You will assist the programming and marketing teams in the smooth running of the Cultural Services box office based at Gloucester Guildhall, delivering the highest standard of customer service to maximise sales, productivity, and occupancy of the venue.
- You will interact with all customers, agents, producers, members, and colleagues with a cheerful and helpful demeanour. Treating all customers as VIPs, conveying enthusiasm for our show tickets and packages.

### This is what we need you to do...

- Be the main point of welcome to Gloucester Guildhall and act as reception for the building, alerting relevant staff promptly of any visitors arriving to the building.
- Assist customers with access to information about events and tickets, maximising sales via in-person, phone bookings and communication via email – constantly on the lookout for ways to improve the ticket-buying experience.
- Maintain the box office inbox, responding to all customer enquiries effectively and efficiently, redirecting enquiries to other departments as appropriate, whilst actively promoting excellent customer care at all times.
- Set up events on the ticketing system under the instruction of the marketing and programming teams, managing ticket collections, refunds and waiting lists.
- Proactively upsell and cross-sell donations, memberships, room hires and other cultural and commercial activity within the building.
- Assist promoters, visiting artists and companies with enquiries regarding ticketing requests.
- Provide accurate sales and marketing reports on request, circulating performance returns to all authorised persons.
- Collect accurate patron data at every opportunity in line with the Data Protection Act, undertaking data cleansing on a regular basis.
- Adhere to the venues cash handling procedures and sharing accountability for cash reconciliation and the financial integrity of the Box Office.

- Assist with customer bookings for city-wide events, acting as the box office contact - providing a consistent service.
- Maintain an up-to-date knowledge of current and future performances, events, classes, and other activities within the building.
- Work in partnership with other Box Office Assistants in sharing the tasks and duties required to run an efficient Box Office.

### General duties...

- Work with the Visitor Experience Team to ensure a safe, memorable visitor experience to include front-facing communications and appearance of public spaces.
- Demonstrate a commitment to personal and professional development, collaborating with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money, and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time.

### Special Conditions

- This post will require evening and weekend working on a rota basis.
- This role will support the wider Culture Team as required.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience of using a Box Office system or ticketing function.
- Experience of working in a customer service setting.
- Experience of working in an administrative setting.
- Experience of coping well in a pressurised environment.

### Knowledge, Skills and Understanding

- Some knowledge of Ticketsolve or another culture or arts-based ticketing system.
- Positive attitude with a high level of self-motivation and ability to use own initiative.
- Good teamwork and people skills, with the ability to build effective relationships with a wide range of people.
- Able to communicate effectively with people at all levels, both internally and externally.
- Good written and verbal communication skills, including a confident telephone manner and ability to present well in person.
- Proven IT skills including applications such as Outlook, Teams and Excel.
- Good attention to detail.
- Friendly and approachable manner with a passion for helping people experience culture and the arts.

### Behavioural Attributes

- **Deliver value in a green and sustainable way:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations whilst contributing to Net Zero emissions targets.
- **Forward Thinking with Innovation:** Being creative and using your initiative you actively seek to improve and future proof services and processes.
- **Work Together to make Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Treat all with Fairness, Compassion and Respect:** You are courteous to customers and colleagues and considerate of others circumstances and feelings, keeping an open mind.

Expected to perform at Level 1 of Gloucester City Council's Employee Behaviours Framework

### Education & Qualifications Essential

- GCSE Maths and English