

BOX OFFICE ASSISTANT

Job Description

Job Title	Box Office Assistant	Department	Box Office
Responsible To	BO Supervisor	Level/Salary Range	Living Wage
Location	Pitlochry	Position Type	Full Time (35 hours) Annualised contract
Working Hours	Full-Time hours including evenings and weekends		
Key Relationships	The post reports to Box Office Supervisor. The post holder will work closely with all members of the Customer Service team to ensure an effective and high quality, customer service experience for all our visitors to Pitlochry Festival Theatre.		
Context	<p>Pitlochry Festival Theatre (PFT) has been providing a unique cultural experience for over 70 years, appealing to national and international audiences and visitors. We are Scotland's leading producer of musical theatre, a champion of ensemble practice and the country's only rurally located, major arts organisation. Our home is a glorious eleven-acre campus that encompasses Explorers Garden. More than a place to come and see a show, we offer great theatre and art for all in an inspiring, creative atmosphere.</p> <p><i>Vision 2021</i> is our bold and ambitious creative and capital development. As a major transformational project, it includes the introduction of a new 172 seat studio theatre and reinstatement of several outdoor performance spaces.</p>		
Purpose and	<p>The key purpose of the role is to participate in the effective and efficient delivery of Pitlochry Festival Theatre's Customer Services Experience.</p> <p>They will work within the company's customer services department and, as such, is expected to make a positive contribution to the development of the Department and to the success of the company as a whole.</p> <p>Pitlochry Festival Theatre aspires to the highest quality in its customer service values and customer experience.</p>		
Key Accountabilities	<p>There are five key responsibilities in the post:</p> <ol style="list-style-type: none"> 1. Provide the highest quality customer experience to all visitors and customers, helping to ensure consistency and a high-quality customer experience at every customer touch point. 2. Work with the Box Office & Front of House Manager in managing the effective usage and supporting the development of the box office software system. 3. Work closely with colleagues across the organisation to achieve a range of business targets 4. Support the delivery of a high-quality and efficient commercial service in all customer-facing areas. 5. Act as Customer Experience Champion within the organisation, supporting a programme of ongoing quality assessment and improvement. 		

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Key Tasks:

Box Office	Support the Box Office Supervisor in managing the day-to-day operation of the Box Office, overseeing, and undertaking all tasks required to deliver an effective, proactive, and high-quality sales service.
	Ensure data integrity and management of the box office software system particularly in relation to adhering to data protection legislation and best practice, through accurate and effective processing of data.
	Help maintain robust Standard Operating Procedures for box office operations
	Help ensure that all box office staff are effective, aware of the needs of a diverse audience and can respond to any query or complaint as effectively as possible
	Support the Box Office Supervisor to ensure effective and accurate financial record keeping.
	Develop up-to-date product knowledge regarding shows and events and be able to communicate that knowledge to colleagues, clients, and customers
	Assist with the creation and admin of all events in Spektrix
	Proactively engage with groups and offer personal booking service
	Offer bespoke, personal, booking service for our Members
	Use Company's Internal Software, Monday.com, to ensure information is communicated appropriately
Customer Experience	Provide a high-quality customer experience within the Box Office area, working with colleagues throughout the organisation to deliver the objectives described within the organisation's strategic plan
	Actively engage in new customer experience policies implemented by the Box Office Supervisor.
	Assist the Events Supervisor to ensure the smooth delivery of events
	Assist the Trading Supervisor to ensure smooth customer service for purchase of items
	Assist the Events Supervisor by providing Duty Management Cover for events taking place on the Campus
	Assist the Campaigns Manager to ensure promotional materials are appropriately displayed and stocked in public spaces.
	Assist with ensuring promotional materials are distributed to Volunteer Ambassadors
Environmental	To support the Executive Director, as Chief Executive of the organisation, and the nominated Green Champion in meeting organisational aims and ambitions for its environmental impacts
	Help to implement the organisation's Environmental Policy within the Production department
Health and Safety	To support the Executive Director, as Chief Executive of the organisation, in their legislative duties under the Health and Safety at Work etc. Act 1974
	To work safely and encourage and require others to work safely, in accordance with the Theatre's Health and Safety Policy and any other relevant policy or procedure

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	To support the management team in ensuring that suitable and sufficient emergency procedures are in place and that arrangements for training and drilling staff are in place
	Attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard
	In accordance with H&S procedures for the building, ensure all external visitors follow our Signing in procedures and issue building passes where appropriate
Other	To champion and promote organisational values and behaviours and act as an ambassador for the Theatre
	To always act in the best interests of the Theatre and in line with all company policies
	Any other duties or projects required by the Executive Director or Board of Trustees to ensure the general smooth and efficient operation of the buildings and organisation
	Assist the Department with work experience placements, offering work shadow opportunities, training and mentoring as required
	Actively promote staff welfare, development, and training opportunities throughout the Theatre

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Person Specification

Our vision, mission and values

It's our vision to bring Pitlochry to the world and the world to Pitlochry.

To achieve this, we have a mission to **create** great performances which excite, engage and challenge; to **inspire** imaginations, adventures and a sense of belonging; and to **nurture** an environment in which we, our audiences and all of our communities can connect and grow together.

In everything we do we behave with respect, empathy and integrity and in every situation, we foster creativity, collaboration and inspiration.

Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- Creativity
- Inspirational sense of belonging
- A nurturing environment
- Commitment to Excellence
- Teamwork

The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

Requirements	Essential	Desirable	Assessment Method
Qualifications & Education requirements	Educated to SCQF level 6 or equivalent		Application/Interview
Experience	Experience of using a Box Office (or similar) booking system	Up to date knowledge on data protection legislation	Application/Interview
	Experience of meeting demanding sales and performance targets in similar environment	Experience in a similar role in an events based environment	Application/Interview
	Experience of working in a customer serving environment		Application/Interview
	Experience of dealing with a range of customers		Application/Interview
	Experience of dealing with conflict		Application/Interview

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Requirements	Essential	Desirable	Assessment Method
Personal qualities	Ability to work well in a team	Passion for the arts and the vision of Pitlochry Festival Theatre	Application/Interview
	Excellent written skills		Application
	Excellent verbal skills		Interview
	Friendly and professional		Interview/References
	Active listening skills		Interview
	Excellent interpersonal skills	Interest in accessibility issues	Application/Interview
	Flexible and diplomatic		Application/Interview
	Attention to detail		Application/Interview
	A problem solver with a 'can-do' attitude		Application/Interview

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