

Job Description

Job Title:	Box Office Assistant	Department:	Box Office
Responsible To:	Box Office & Front of House Manager	Salary:	Living Wage Employer
Location:	Pitlochry Festival Theatre	Position Type:	Full-Time (35 hours per week)
Working Hours:	Involves evenings and weekends		
Key Relationships	The post reports to Box Office & Front of House Manager. 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 has been providing a unique cultural experience for over 70 years, appealing to national and international audiences and visitors.</p> <p>We are Scotland's leading producer of musical theatre, a champion of ensemble practice and the country's only rurally located, major arts organisation.</p> <p>Our home is a glorious eleven-acre campus that includes the Explorers Garden.</p> <p>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>Pitlochry Festival Theatre's campus now comprises a 538 seat Main Auditorium, a 172 seat Studio theatre as well as our Amphitheatre and Bandstand located in the theatre grounds.</p>		
Purpose and Key Accountabilities	<p>There are five key responsibilities in the post:</p> <ol style="list-style-type: none"> 1. To 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. To 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. To work closely with colleagues across the organisation to achieve a range of business targets 4. To support the delivery of a high-quality and efficient commercial service in all customer-facing areas. 5. To act as Customer Experience Champion within the organisation, supporting a programme of ongoing quality assessment and improvement. 		



Key Tasks:

Box Office	To support the Box Office & Front of House Manager 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.
	To 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.
	To help maintain robust Standard Operating Procedures for Box Office operations
	To support the Box Office & Front of House Manager to ensure effective and accurate financial record keeping.
	To develop up-to-date product knowledge regarding shows and events and be able to communicate that knowledge to colleagues, clients, and customers
	To help ensure that all Box Office staff are smart, effective, aware of the needs of a diverse audience and can respond to any query or complaint as effectively as possible.
Customer Experience	To 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.
	To actively engage in new customer experience policies implemented by the Box Office Supervisor or Front of House Supervisor.
	To assist the Front of Team to ensure the smooth delivery of events.
Health & Safety	To attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard.
	To comply with Health and Safety and other licensing legislation as directed and laid out in Pitlochry Festival Theatre's Health and Safety Policy.
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.
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.
	Attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard.
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.



Pitlochry Festival Theatre | +44 (0)1796 484626
 Registered Office: Port-Na-Craig, Pitlochry PH16 5DR
 Company Limited by Guarantee: Registered in Scotland SC029243
 Regulated by the Scottish Charity Regulator (OSCR) SC013055



Person Specification

Our purpose and our values

We exist to improve lives by sharing Pitlochry with the world and the world with Pitlochry.

We do this:

- By creating theatre that excites, engages, and challenges.
- By inspiring imaginations, senses of adventure, and new levels of understanding that change worlds.
- By nurturing environments to encourage wellbeing, growth, connection, and a sense of belonging.
- By exploring new ways of seeing and collaborating.

In everything we do we are creative and respectful and in every situation we are collaborative and empowering.

Personal behaviours and style

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

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

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 and Knowledge	Educated to SCQF level 6		Application/Interview
Skills and Abilities	Experience of using a Box Office booking system	Up to date knowledge on data protection legislation	Application/Interview
	Experience in a similar role in an events-based environment		Application/Interview
	Experience of meeting demanding sales and		Application/Interview



Requirements	Essential	Desirable	Assessment Method
	performance targets in similar environment		
Personal qualities	Ability to work well in a team	Passion for the arts and the vision of Pitlochry Festival Theatre	Application/Interview
	Good interpersonal skills	Interest in accessibility issues	Application/Interview



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