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| **Job Title** | **Box Office Assistant** | | | | | |
| **Pay Grade** | G2 | | | | | |
| **Directorate** | Community | | | | | |
| **Division** | Environment & Culture | | | | | |
| **Reports to** | Box Office Supervisor | | | | | |
| **Location** | Harrow Arts Centre | | | | | |
| **Role Purpose**   * To be part of the team dealing with enquiries from customers and members of the public in person, by telephone, by email or by other means. * To give administrative support to the functioning of the administrative, room and resource booking/hiring systems and procedures for Harrow Arts Centre. | | | | | | |
| **Job Context (Key outputs of team / role)**   * First point of contact with customers (internal and external) hiring space, booking events and purchasing tickets. * Diary and resource management. * Contribution to the financial performance of Harrow Arts Centre from income generated from room and resource/services rental/sale and box office income. | | | | | | |
| **Generic Duties**   * To demonstrate a commitment to the Council’s Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities * To ensure compliance with your responsibilities as laid out in the council’s health and safety policy and take an active role in promoting a positive health and safety culture. * To promote and participate in the council’s individual performance appraisal and development initiatives and information management best practice. * To ensure compliance with the council’s information security policies and maintain confidentiality. * In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post | | | | | | |
| **Main Duties / Accountabilities**   1. Ensure a high level of customer care undertaking pro-active sales and dealing with enquiries from the public in person, by telephone or by email. 2. Be the first point of contact and point of reference with hirers of workshop and classroom space and with audiences purchasing tickets for performances. 3. Enter data and room/resource bookings on the computerised booking system for rooms and resources according to agreed protocols and deadlines at all stages of the booking process. 4. Assist with ticket booking practices and procedures and implement the bookings policy to provide an accessible and relevant service. 5. Participate in the team rota for box office opening over evenings and weekends. 6. Assist in dealing with income payments for ticket sales, hiring and services (cash, cheque, credit/debit) provided by customers to ensure that all Harrow Council’s financial record-keeping and controls are maintained to appropriate deadlines. 7. Update the Harrow Arts Centre website as necessary (e.g. with classes and event details). 8. Undertake regular reading and be knowledgeable about all forthcoming events. 9. To act as a First Aider as required. 10. Undertake such other duties when required to ensure flexibility as may be reasonably required in the post of Directorate on any of Harrow Council’s establishments. | | | | | | |
| **Values, Behaviours and Equalities**  We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are:  **Be Courageous**, **Do It Together** and **Make It Happen**  These values will also help us to achieve our equalities vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit. | | | | | | |
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| **Knowledge, Skills and Experience** | | | | | | |
| **Role requirements** | | | | **Essential** | | **Desirable** |
| To demonstrate an awareness of the importance of customer care, being responsive and considerate of customer needs and dealing effectively with a wide range of clients, partners and other stakeholders. | | | |  | |  |
| To demonstrate knowledge of back office and front office systems (including computer based systems) appropriate for an arts venue and related to ticket sales and commercial hires best practice. | | | |  | |  |
| To demonstrate the ability to work under pressure and to cope with a range of competing demands in challenging fast-paced situations with many interruptions. | | | |  | |  |
| To have experience of accurate data input and calculations relating to handling cash, card payments and cheques with appropriate record keeping and secure practices. | | | |  | |  |
| To demonstrate the ability to work well in a sales environment and successfully meet set income targets. | | | |  | |  |
| To have experience of meeting tight deadlines and prioritising workloads along with demonstrable skills in successful event/project planning. | | | |  | |  |
| To have intermediate/advanced level experience of word processing, spreadsheets and database systems. | | | |  | |  |
| To demonstrate an active interest in the arts. | | | |  | |  |
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| **Qualifications** | | | | | | |
| **Role Requirements.** | | **Job specific examples**  (if left blank refer to left hand column) | **Essential** | | **Desirable** | |
| Educated to high school level or equivalent or has the equivalent relevant work experience. | |  |  | |  | |
| Qualified in First Aid at Work or the willingness to achieve this qualification | |  |  | |  | |
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| **Other Requirements**  The job involves regular daytime, evening and weekend work according to the needs of the service. | | | | | | |

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| **Manager Signature** | **Employee Signature** |
| **Job Title** | **Job Title** |
| **Date** | **Date** |
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