



# **ROYAL EXCHANGE THEATRE**

**JOB TITLE:           Box Office Assistant**  
**Hours on Offer:    16 per week**  
**Responsible to:    The Box Office Manager**

## **INTRODUCTION TO THE ROYAL EXCHANGE THEATRE**

The Royal Exchange Theatre sits at the heart of Manchester's culturally dynamic city centre. We are one of the largest and most compelling producing theatre companies in the UK commissioning, creating, and developing original and ambitious theatre in our two permanent theatre spaces - a 750 seat in-the-round space and a 90-seat flexible studio space - as well as throughout the building, across the city and beyond. We have additional space in the Northern Quarter area of the city, Swan Street, which houses our Production Workshop where we design and build all our theatre sets. As well as the workshop, Swan Street also contains another rehearsal/studio space and the theatre's vast Costume Hire Department housing thousands of its on-stage costumes

## **JOB SUMMARY**

The Box Office is often the first point of contact for the public. The job involves general duties pertaining to selling tickets and welcoming visitors, including cash handling, use of the computerised Box Office system and representing the company. The 16hours will be over a seven-day period Mon-Sun and covering Box Office opening hours 9.30am -8pm.

## **MAIN DUTIES AND RESPONSIBILITIES**

- Dealing with all ticket sales relating to performances and events at the Royal Exchange Theatre and at any other off-site venues.
- Using the computerised ticketing system both for counter and telephone sales. Processing email & postal bookings, being observant to the relevant rules and regulations of concessions & discounts.

- Ensuring customers are aware of data protection issues and ensuring the correct permissions are recorded accurately on their accounts.
- Selling theatre season tickets and gift certificates.
- Giving information regarding the actual plays and events, seeing a run of the play as early as possible to help audiences make informed choices and to persuade people to buy tickets,
- Ensuring ticket sales continue during any failure of the Box Office system and if there is a problem liaising with our support team.
- From time to time, In the absences of Box Office Manager acting as Duty Manager (with one other member of staff), including opening, closing and any other security/safety issues.
- General reception duties for visitors to the theatre.
- Carrying out end of day security procedures within the Box Office.
- Assisting the Marketing department with mailings and data maintenance.

### **DUTIES AND RESPONSIBILITIES OF ALL STAFF MEMBERS.**

- To be aware of the work of other departments in the achievement of the Royal Exchange Theatre's aims and to take an active part in communicating and co-operating with other staff and departments
- To work in accordance with the Equality and Diversity policy of the Royal Exchange Theatre and to participate in the achievement of the theatre's Diversity action plan.
- To be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety policy
- Be aware of and comply with rules and legislation pertaining to Safeguarding and to abide by the procedures as set out in the Safeguarding policy.
- Abide by other guidelines, procedures and policies provided by the Company.
- To take part in such working groups and committees as might from time to time be required for the fulfilment of departmental or company aims.

### **PERSON SPECIFICATION**

#### **Essential skills and attributes**

- Experience of working in customer services.
- Experience working with computers
- A good and clear communicator in person and over the telephone
- The ability to work in a vibrant busy customer service environment and to proactively deal with enquiries
- A good standard of numeracy
- A positive attitude and interest in working with the public
- Able to work within a team
- **Excited about the idea of working in a theatre**

### **Desirable skills and attributes**

- Experience in the use of a computerized ticketing sales system.
- Experience working in a cultural organization.
- Experience of cash handling