

Job Summary

Welcome Team (Box Office)

Responsible to: Front of House Manager and Ticketing Manager

Salary: £11.61 per hour

Hours: Minimum 4 hours per shift and any hours worked over this will be paid in 15 minute increments. Double time payments will be made on the basis of Public & Bank Holidays or Sunday working. The number of hours available each week will vary depending on the demands of the theatre program. This role will include regular evening and weekend work.

Contract: 12 months, fixed-term

Holiday: Holiday entitlement is accrued at a rate of 5.6 weeks at full time hours over 52 working weeks. Any holiday you accrue during each quarter (March, June, September, December) will be paid in the following month's payslip. The rate of holiday pay is calculated on your average pay for the last 52 weeks that you have worked for us – if you have not worked for the 52 consecutive weeks, then we must look back up to 104 weeks to arrive at this calculation.

Notice period: 2 weeks

Disclosure: Because of the responsibility for young people as audience members this post will be subject to an application for disclosure of criminal records.

Key Objective:

- This is a multi-skilled front-line role that requires a deep understanding of the Young Vic and our work, it includes sales and data management, looking after the health, safety and welfare of staff, visitors and audiences and delivering excellent customer service, internal and external communication and ensuring that the theatre is always welcoming and looks its best.
- To ensure the Young Vic provides an anti-racist environment for both staff and visitors through inclusive practices.

Job Description

Welcome Team

Welcoming Visitors

- Provide a friendly and efficient welcome for all who visit, contact or work at the Young Vic and have a good understanding of the Young Vic's artistic programme and daily operations in order to provide assistance and information.
- Be the first point of contact for all visitors and audience members both on the phone and in person.
- Work to maintain very high standards of appearance of the building at all times by carrying out daily checks, undertaking immediate house-keeping such as replacing posters or photographs, cleaning up rubbish and reporting more significant issues to be fixed to the Facilities Manager and Head of Theatre Operations.
- Effectively and efficiently deal with customer problems and complaints.

Box Office and Ticket Sales

- Enable the marketing team to reach their sales targets for each production by selling tickets and supporting campaigns.
- Ensure effective, accurate and efficient sales of tickets and merchandise.
- Be confident in the use and administration of Tessitura ticketing system.
- Assist with the daily banking.

- Manage company holds.
- Liaise with external producers and their ticket requests.

Administration

- Ensure that calls to the Theatre's Administration phone are answered promptly and that callers' requests/queries are dealt with efficiently and effectively.
- Report any building issues to a member of the management team and take any immediate action as necessary.
- Ensure that all public areas and spaces of the theatre are always presented at their very best and take personal action to maintain these standards whenever necessary.
- Order stationery, check incoming stock and ensure proper distribution.
- Assist the Facilities Manager with maintenance contractors, for example reporting and organising maintenance of faulty machinery.
- Monitor and manage stock such as programmes and ice creams for Front of House and Box Office.
- Create and maintain daily reports for box office and Front of House.
- Assist the Marketing and Press department with paper cuttings and posters.
- Put up posters for productions and ensure that these are replaced as needed.
- Co-ordinate the daily post collection.

General

- Participate in departmental and company meetings.
- Keep up to date with all Young Vic Policies and Procedures.
- Uphold and embody the Young Vic's company policies, including but not limited to our Equality, Diversity and Inclusion policy, Dignity at Work policy and Health and Safety policy.
- Attend all Young Vic productions in the dress rehearsal or previews.
- Ensure that all public areas and the sales area in particular, are kept clean, presentable and safe at all times.
- To be an active and supportive member of the Young Vic staff team.
- Carry out any other duties that may arise to fulfil the main objectives of the post and the aims of the Young Vic.

Person Specification

Welcome Team

Essential

- The ability and willingness to work with members of the public from a range of backgrounds with sensitivity and respect.
- Excellent written & verbal communication skills; a good standard of spoken English.
- A confident and positive approach to customer service and sales.
- Good degree of numeracy, particularly cash handling experience.
- Computer literate.
- Experience of dealing with members of the public in a customer-focussed environment.
- Ability to work well within a small, dedicated team.
- Excellent organisational and administrative skills.
- Good time-management.
- Creative thinking, initiative, problem solving.
- A desire to provide an anti-racist environment for both staff and visitors.

Desirable

- Previous experience in a theatre Box Office.
- An interest in the performing arts, especially theatre.
- Experience working in a front of house department of a mid-scale theatre.
- Experience of working with Tessitura or a computerised box office system.

- First aid trained.
- Previous experience in a producing theatre company.
- Experience of facilities management and maintenance.