

Dear Applicant

## Box Office Assistant

Please find enclosed an information pack for the role of **Box Office Assistant** at Tobacco Factory Theatres.

Further information about Tobacco Factory Theatres can be found on our website <http://www.tobaccofactorytheatres.com/>

This application pack includes:

- Information about Tobacco Factory Theatres
- Job Description and Person Specification
- Terms & Conditions
- Application Process

Please also remember to complete the Equalities Monitoring Form and return with your application.

We hope that this pack will help with any questions you might have about the job and the application process. However, if you have any further queries please contact the Theatre Administrator on [theatre@tobaccofactorytheatres.com](mailto:theatre@tobaccofactorytheatres.com)

Applications by: **10am Tue 28 August 2018.** We regret that applications received after that time cannot be considered.

Expected Start Date: **As soon as possible**

Application method: CV and covering letter (maximum 2 sides of A4 each) detailing suitability for the position to [recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com).  
In the subject bar please write '**Box Office Assistant**'.

We look forward to receiving your application and thank you for your interest in Tobacco Factory Theatres.

"The future of theatre lies in places like this."  
Jonathan Miller

—  
**Patron** Mrs Mary Prior MBE JP  
**Trustees** Sarah Smith (Chair), Andrew Allan-Jones, Bertel Martin  
Kate McGrath, Mark Panay, John Retallack, Chris Sims, Anna Southall  
Company no. 04536120 / Charity no. 1097542



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ENGLAND**

## TOBACCO FACTORY THEATRES

Tobacco Factory Theatres is looking for a new Box Office Assistant at an incredibly exciting moment for the theatre. In October we prepare to open a second theatre space and continue to further expand our programme of engagement, participation and development opportunities for young people, artists and audiences.

## MISSION STATEMENT

We tell astonishing stories in extraordinary ways, in our two contrasting theatres at our iconic South Bristol building. Reflecting the voices of everyone in this city, we offer an exceptional programme of live theatre of a wide range of styles for audiences of all ages and backgrounds to enjoy and take part in.

## OVERARCHING PHILOSOPHIES FOR THE PERIOD 2018 – 2022

1. We will tell Everyone's Stories on our stages; a programme of excellent theatre that represents and engages our diverse community, nurtures and supports local artists, and develops Bristol's reputation as a cultural destination.
2. We will broaden our audience reach, to actively engage people living within a stone's throw in South Bristol, who are amongst the country's most disadvantaged, and who do not currently think that theatre is for them.
3. We will invest in the artists and audiences of the future through high quality projects and programmes for children and young people with a focus on South Bristol.
4. We will operate with our trademark spirit of warmth, welcome, accessibility and flexibility, taking care of everyone we work with and for.
5. We will balance risk taking, innovation and ambition with financial resilience and sustainability in order to underpin growth in income and activity. We are an organisation that adapts and responds quickly to change and opportunity.

Further information about Tobacco Factory Theatres can be found on our website <http://www.tobaccofactorytheatres.com/>

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## JOB DESCRIPTION

### Box Office Assistant

Reports to: Box Office Supervisor/Operations Manager

### SCOPE

Tobacco Factory Theatres is looking for a new Box Office Assistant at an incredibly exciting moment for the theatre. In October we prepare to open a second theatre space and continue to further expand our programme of engagement, participation and development opportunities for young people, artists and audiences.

We are looking for a flexible, reliable, proactive and friendly member of staff who can work on our Box Office during opening hours (11am to 6.30pm Monday to Saturday with some exceptions) and for evening show get-ins.

### Key Tasks:

- Represent the theatre in a helpful and friendly manner; ensuring the highest standard of customer care while maintaining the unique, approachable and accessible persona that Tobacco Factory Theatres is known for.
- Work alongside the Box Office Supervisor and Operations Manager to ensure the smooth running of the Box Office.
- Work on the Box Office proactively selling tickets, upselling additional productions including multibuy, donations, memberships, merchandise and show programmes.
- Keep abreast of the Tobacco Factory Theatres programme including shows, pricing, multibuy offers, opportunities to donate and Children and Young People, Get Involved and Artist Development activities etc. in order to better inform and advise customers in line with the previous point.
- Work alongside the rest of the Box Office team to complete invoicing for schools and other group tickets, organise posting of tickets, and complete cashing up and reconciliation of daily takings, as well as other related tasks asked of you by the Box Office Supervisor or Operations Manager
- Work alongside the rest of the Box Office team, including volunteers, to hand out tickets and liaise with Front of House staff prior to performances in a timely, friendly and efficient manner.
- Positively and proactively respond to customer needs and enquiries, including resolving difficult situations and involving the Operations Manager in complaints where appropriate.
- Key-holding responsibilities, including locking up the building at the end of the night, as required.

### Required skills:

- Must have excellent customer service experience.
- Previous key-holding responsibilities.
- Cash handling and banking experience.

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- Good experience working in a Box Office.

Desirable:

- Experience with the Box Office system Spektrix.
- Efficient in using Microsoft Word and Excel programmes.

Working hours:

Guaranteed 15 hours a week, throughout the year

Box Office Assistant Hourly rate: £7.85

## TERMS & CONDITIONS

### Box Office Assistant

Working hours:	Guaranteed 15 hours a week, throughout the year, with opportunity to take on more box office shifts.
Salary:	Box Office Assistant Hourly rate: £7.85
Contract:	Zero Hour contract
Holiday:	Accrued based on the number of shifts worked
Employer:	Tobacco Factory Arts Trust
Location of post:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF
Responsible to:	Operations Manager/ Box Office Supervisor
Trial period:	Three months
Notice period:	One month
Applications by:	<b>10am Tue 28 August 2018.</b> We regret that applications received after this time cannot be considered.
Expected Start Date:	<b>As soon as possible</b>
Application method:	CV and covering letter (maximum 2 sides of A4 each) detailing suitability for the position to <a href="mailto:recruitment@tobaccofactorytheatres.com">recruitment@tobaccofactorytheatres.com</a> In the subject bar please write ' <b>Box Office Assistant</b> '

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