

BOX OFFICE ASSISTANT

Recruitment Pack

WHO WE ARE



“It’s just made me even more creative and probably made me a better, happier person” Participant, Young Theatre Makers

“Coming here has just really opened my eyes to what theatre can be.”
Erica, Young Theatre Maker & Assistant Facilitator



“Thrilling fresh look at Arthur Miller’s masterwork... outstanding update on one of the great plays of the 20th Century”

The Stage on Tobacco Factory Theatres’s production of
Arthur Miller’s *A View From the Bridge*, directed by Mike Tweddle



“Delightfully whimsical... this show is ready to smack a big smile over your face.”
Broadway World on Tobacco Factory Theatres’s production of *The Borrowers* by Mary Norton

Our mission is to provide a welcoming home for creative adventures and human connection; to offer incredible theatre and opportunities to learn and exchange ideas.

Tobacco Factory Theatres is a much-loved independent theatre and arts charity, located in a re-purposed factory and operating two flexible theatre spaces. Born out of an experiment 20 years ago, we are continually developing and our vision is to build an inclusive creative community rooted in our home in South Bristol. Our unique setting makes for electrifying experiences and we deliver these in our trademark adventurous spirit.

We want our inspirational theatre to take people on creative adventures, nurture talent and provide life-changing opportunities. Through our varied and highly regarded artistic programming, professional development work and creative engagement department, we use culture to bring about positive change in our community. We regularly welcome 70,000 people through our doors each year.

Over the last 15 months, we have navigated a major threat to our existence. This has involved significant challenges, but has strengthened our determination to be the best we can be. We have adapted, developed new and exciting partnerships and are committed to supporting the resurgence and strengthening of a vibrant and inclusive cultural scene for Bristol. At the end of 2021, we will celebrate our 20th birthday, which offers a chance to reflect on two decades of ambitious experimentation and growth, and articulate a vision for the next decade.

INCLUSION AND DIVERSITY

Our vision is to build an inclusive creative community rooted in our home in South Bristol. Our inspirational theatre will nurture talent and provide life-changing opportunities for all.

The unforgettable experiences we offer are built on the values of curiosity, kindness, collaboration and inclusion. We want everyone who attends Tobacco Factory Theatres to feel equally welcome, respected and valued.

To achieve this, we need to make our programmes and spaces more accessible and relevant. We are thus committed to embodying and championing diversity and inclusion across our audiences, beneficiaries, staff and Board.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people who have experienced barriers, exclusion or a lack of representation within theatre or the arts. We will offer a guaranteed interview to anyone who identifies as such, providing they meet the skills and experience specified for this role under the heading 'We would like to hear from people who have'.

Job Title: Box Office Assistant
Reports To: Operations Manager

JOB DESCRIPTION: BOX OFFICE ASSISTANT

Tobacco Factory Theatres is looking for a new Box Office Assistant to join our busy box office, working during our opening hours and for evening show get-ins. We are open throughout the Christmas period and our box office team will be required to work over the busy Christmas schedule.

We are looking for a friendly, proactive and highly organised member of staff with exceptional customer service skills to play an instrumental part in the day-to-day running of our busy Box Office. The Box Office Assistant will work regular fixed shifts on our Box Office and will support our Marketing and Fundraising teams with day to day administration.

As Box Office Assistant, you will:

- Work alongside the Operations Manager and other Box Office Assistants to ensure the smooth running of the Box Office.
- Work regular shifts on our Box Office. Performing daily Box Office administration tasks whilst proactively selling tickets and assisting customer needs via phone, email and in person.
- 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 set by the Operations Manager.
- Work during show incomings, to hand out tickets and liaise with Front of House staff prior to performances in a timely, friendly and efficient manner.
- Keep abreast of the Tobacco Factory Theatres programme including shows, pricing, multibuy and other offers, opportunities to donate and Get Involved and Artist Development activities etc., in order to better inform and advise customers as well as upselling to drive income generation in a variety of ways.
- Drive forward the upselling of productions, multibuy, donations, memberships, merchandise and show programmes.
- Positively and proactively respond to customer needs and enquiries, including resolving difficult situations and involving the Operations Manager in complaints where appropriate.
- 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.

We would like to hear from people who:

- Are organised with a meticulous attention to detail

- Have exceptional people skills including verbal and written communication
- Have at least one year of experience of working with a Box Office system
- Have at least one year of customer service experience
- Have cash handling and banking experience
- Have previous key-holding responsibilities

You may also have:

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

We recognise that each candidate will have different areas of expertise and we hope that many of the above skills can be developed in the first year.

Information about the role

Hours per week:	Mainly evening and weekend work, approx 1 to 2 shifts per week with opportunity to do more in busy periods
Salary:	£8.91 per hour
	TFAT subscribes to an auto enrolment pension scheme
Contract:	Zero hour contract
Holiday:	Accrued based on number of hours worked
Employer:	Tobacco Factory Theatres
Location of post:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF
Responsible to:	Operations Manager
Trial period:	Two months
Notice period:	One month
Application Deadline:	Mon 08 November 2021, 5pm
	We regret that applications received after that time cannot be considered.
Start Date:	ASAP

APPLICATION PROCESS

All applications will be considered.

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If you require an Application Pack in an alternative format or have any questions about this application, please contact theatre@tobaccofactorytheatres.com or 0117 9020345

To apply:

If you would like to know more about this opportunity, please contact Katy Wilkes, Operations Manager on 0117 9020345 or katy@tobaccofactorytheatres.com.

You can find more information about Tobacco Factory Theatres on our website: tobaccofactorytheatres.com

To apply for this position please email recruitment@tobaccofactorytheatres.com with the subject 'Box Office Assistant' and include all of the following:

- Your CV including two referees
- A cover letter (max 2 sides of A4) or film/audio file detailing relevant experience and why you would like this role
- A completed Equalities Monitoring form

Deadline: 5pm on Mon 08 November 2021
Applications received after that time cannot be considered.

Interviews: Week beginning Mon 15 Nov 2021

Start date: ASAP following offer