



JOIN THE JOURNEY

BOX OFFICE ASSISTANTS
JOB DESCRIPTION

TOBACCO
FACTORY
THEATRES



ABOUT US

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Tobacco Factory Theatres is a place of Welcome and Wonder. A safe and inspiring place to share stories and be creative. Based in the iconic Tobacco Factory in South Bristol, our work connects people through the power of live theatre and the arts.

We present over 300 performances annually to audiences of over 50,000 including bold in-house productions and co-productions with nationally respected companies. We also receive many of the country's top touring performances, from exciting new work to comedy, music, spoken word and work for families.

We have two dynamic spaces, The Spielman which houses our experimental and engagement programme and The Factory, a flexible and unique space which presents work in a variety of ways including our distinctive 'in the round' configuration.

Over 400 local creatives take part in our Artistic Development programmes; including our Acting and Writers Labs and city wide Artist Membership scheme. We are proud to offer thousands of creative learning and participation opportunities to local people through our Get Involved programme from regular workshops to bespoke offers.

In 2024, we made our work more accessible than ever with over 5,000 financial difficulty and Under 26 tickets issued for those who would not be able to attend at the standard price. At Christmas we were delighted to offer our free Community Performance for local youth projects, refugee charities who support asylum seekers, school children and organisations working with people with additional needs.

Working from a place of sustainability, the last year at TFT has been an exciting time of growth for the organisation with 3 new home made productions; The Marriage of Figaro (co-produced with Opera Project), Hansel and Gretel (co-produced with New International Encounter) and The Winter's Tale (directed by our Artistic Director, Heidi Vaughan) forming part of a dynamic new in-house production programme. These productions compliment our extensive received programme and dynamic Get Involved activities, bringing opportunities to welcome even more people through our doors as part of our wonderful journey.

BOX OFFICE ASSISTANT

Reports to:	Sales Team Co-ordinator
Hours:	The role involves covering Box Office opening hours (10:00am – 3:00pm). Additional evening and weekend shifts may be required to support show incomings. The successful candidate must be available to work during the busy festive period.
Salary:	£12.21 per hour
Contract:	Zero hour contract
Holiday:	Accrued based on number of hours worked
Normal Place of Work	Tobacco Factory Theatres

Tobacco Factory Theatres is looking for two Box Office Assistants to join our busy box office, working during our opening hours and evening show incomings.

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 on our Box Office and will support our Marketing and Fundraising teams with day to day administration.

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- Work with the Sales Team Co-ordinator and other Box Office Assistants to ensure the smooth running of the Box Office.
- Performing daily Box Office administration tasks whilst proactively selling tickets and assisting with customer queries via phone, online and in person.
- Work alongside the rest of the Box Office team to complete invoicing for schools and other group bookings and complete cashing up and reconciliation of daily takings, as well as other related tasks set by the Sales Team Co-ordinator.
- Work during show incomings, to assist customers as required, liaising 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, Get Involved and Artist Development activities etc, in order to better inform and advise customers and 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 following customer resolution procedures 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.

All applications will be considered.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people whose identities or backgrounds are under-represented in our organisation, including those who face barriers to opportunities, people from working class backgrounds, people from the LGBTQIA+ community, and people from Black, Asian, traveller, mixed heritage or other global majority backgrounds.

If this applies to you, please refer to this in your application and we will guarantee an interview if you meet the criteria listed in ‘We would like to hear from people who’.

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
- Efficient in using Microsoft Word and Excel programmes
- Have at least one year of customer service experience
- Have cash handling and banking experience

YOU MAY ALSO HAVE:

- Experience with the Box Office ticketing system Spektrix
- Experience working in a theatre or other arts organisation
- Have at least one year of experience of working with a Box Office system

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.

SUBMITTING YOUR APPLICATION

- 1 Include one of the following:
 - Completed TFAT Application Forms
 - [Part 1](#)
 - [Part 2](#)
 - We also accept a short film or audio file as an alternative to the written application form. In your submission, please outline your relevant experience and explain why you are interested in this role. Please note that our interview panel will review only one application per person; either the written form or a short film/audio file.

- 2 Also include a completed [Equalities Monitoring form](#).

- 3 Please email us using the subject line below:



Email: recruitment@tobaccofactorytheatres.com
Email Subject: [Box Office Assistant](#)



Application Deadline: **10:00 AM, Tue 11 Nov 2025**



Interview dates: **17th Nov 2025**

ALTERNATIVE FORMATS & INQUIRIES:

If you need the Application Pack in an alternative format or have questions, email recruitment@tobaccofactorytheatres.com.