



RECRUITMENT PACK

BOX OFFICE ASSISTANT

OCTOBER 2026

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TOBACCO
FACTORY
THEATRES

Job title: Box Office Assistant

Reports to: Data and Ticketing Manager

Responsible for: No line-management responsibilities

Tobacco Factory Theatres is looking for a new Box Office Assistant to join our busy sales team. 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 Sales team with day to day administration.

JOB DESCRIPTION

As Box Office Assistant, you will:

- Ensure the efficient running of the Box Office.
- Perform daily Box Office administration tasks whilst proactively selling tickets and assisting customer needs via phone, email and in person.
- These tasks include;
 - Complete invoicing for schools and other group tickets
 - Complete cashing up and reconciliation of daily takings
- Work to hand out tickets and liaise with Front of House staff prior to performances starting; in a timely, friendly and efficient manner.
- Keep abreast of the Tobacco Factory Theatres programme including shows and participation activity, pricing, multibuy and other offers.
- Keep informed of opportunities to donate.
- Keep informed of artist development activities in order to better inform and advise customers.
- 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 Ticketing and Memberships Manager in complaints where appropriate.
- Represent the theatre in a helpful and friendly manner; ensuring the highest standard of customer care while maintaining the approachable and accessible persona that Tobacco Factory Theatres is known for.

PERSON SPECIFICATION

We would like to hear from people who:

- Are organised with a meticulous attention to detail
- Have strong people skills including verbal and written communication
- Have experience of working with a Box Office system
- Have experience of customer service
- Have cash handling and banking experience

You may also have:

- Experience with the Box Office system Spektrix
- Efficient in using Microsoft Word and Excel programmes
- Have previous key-holding responsibilities

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.

TERMS OF EMPLOYMENT

Wage:	£12.71 per hour
Contract:	Zero-hour contract
Hours:	Mainly evening and weekend work, approx 3 shifts per week with opportunity to do more in busy periods, including the run up to, and during, the festive season.
Holiday entitlement:	Accrued based on number of hours worked (pro-rata)
Probationary period:	2 months
Notice period thereafter:	1 month
Place of work:	Tobacco Factory Theatres, Raleigh Rd, Bristol, BS3 1TF
Start date:	November 2026

APPLICATION PROCESS

Application deadline:	Thursday 15 October at 10am We regret that applications received after that time cannot be considered.
Interview dates:	We expect to hold interviews on Friday 23 October.
You can apply for the role by completing the written application forms (parts 1 and 2) or by submitting a film or audio file.	Option 1: Complete the application forms outlining your experience against the personal specification. Application Form Part 1: Personal Information Application Form Part 2: Experience Option 2: Create a short film or audio file explaining your relevant experience and interest in the role.
Complete the Equal Opportunities form.	Equal Opportunities Form
Submit both the application and Equalities Monitoring Form by email.	Send your application by email to: recruitment@tobaccofactorytheatres.com Please use the subject line 'Box Office Assistant'
Contact us to request the recruitment pack in an alternative format or ask further questions about the role.	If you need the Application Pack in an alternative format or have further questions, please email Edward Wyld, Data and Ticketing Manager at Edward@tobaccofactorytheatres.com or call 0117 902 0345.

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.

ABOUT TOBACCO FACTORY THEATRES

Tobacco Factory Theatres is a live performance venue in the Tobacco Factory building on North Street, Bristol, where artists, audiences and communities come together to share extraordinary live experiences. Our mission is to be 'a place of welcome and wonder', creating an environment where everyone feels they belong and where creativity can thrive.

Everything we do is guided by our values:

- **Listening:** valuing different voices and experiences.
- **Connecting:** building meaningful relationships with colleagues, artists, audiences and our community.
- **Creating:** supporting imaginative, ambitious and high-quality work.
- **Curiosity:** embracing learning, innovation and new ideas.
- **Integrity:** acting with honesty, care and accountability.

You can find out more information about Tobacco Factory Theatres [on our website](https://www.tobaccofactorytheatres.com).

THANK YOU
FOR YOUR APPLICATION

[WWW.TOBACCOFACTORYTHEATRES.COM](https://www.tobaccofactorytheatres.com)

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