

Job Description

Job Title: Box Office Assistant

Responsible to: Box Office Managers

Bristol Music Trust

Run by Bristol Music Trust, and now publicly known as **Bristol Beacon**, was established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning, and engagement. We announced our name in September 2020. Bristol Beacon is a symbol of hope and community. A focal point for music and a place of welcome, warmth and light.

Bristol Beacon has been part of Bristol's cultural heritage for 150 years, hosting some of the world's greatest musicians from The Berlin Philharmonic Orchestra to The Beatles and Rachmaninov. Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which offers something for everybody and encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as local choirs, orchestras, and schools.

In 2018, we embarked on a major capital transformation to create a world-class concert hall for the region that is the most inclusive in the UK. Prior to transformation, our artistic programme had grown to 450 events and six major festivals, attracting 300,000 visitors per year. Our visitors come from across the UK and abroad with 65% from Bristol. Throughout the refurbishment, we have run a programme of 200 concerts per year in interesting locations, which has maintained crucial engagement with audiences and artists, targeting hard-to-reach groups and disadvantaged areas.

As an organisation increasing in national importance, we have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music-Education-Hub for Bristol, we deliver the National-Plan-for-Music-Education to all children aged 4-18, inspiring 39,000 children in 150 schools, special schools, and youth groups every year. Our community led Transformation Promise programme, in partnership with The National Foundation for Youth Music and Paul Hamlyn Foundation, works with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

We are showing further sector leadership through our sustainability commitment to become the first carbon neutral concert hall in the UK.

We achieve all of this through the work of our vibrant and dedicated staff team. We aspire to reflect the city of Bristol and its people; we value individual difference and place great importance on the wellbeing of our staff group so that our team can be their best selves at work.

Customer Service Team

The work of the team covers all aspects of a customer's experience when visiting Bristol Beacon. It is essential that excellent customer service is provided at all times. The Bristol Beacon staff team work extremely hard to maintain and improve the level of service we offer to our customers and has resulted in us

achieving awards for customer service excellence, including being the proud recipients of the Customer Service Excellence Award for 7 consecutive years, and we are constantly looking for new ways of improving our services.

At the Box Office we take pride in providing a proficient and welcoming Box Office Service to all our customers and visitors to our spaces.

Purpose of the Job

To provide an efficient and effective Box Office Service to hirers, promoters, and the general public at all times. Providing excellent customer service to everyone who uses the services of the box office or visits Bristol Beacon; and to undertake administrative duties as allocated, to promote and publicise Bristol Beacon events.

Key Responsibilities and Key Related Competencies

1. **Communication, Customer Service** - To be the first point of contact for all customers and respond to ticket sales, enquiries and be part of the team managing any event changes in a professional and efficient manner to maintain high levels of customer service.
2. **Planning and Organisation, Customer Service, Technical** – To provide Box Office cover for shows, including shows at external venues.
3. **Technical, Planning & Organisation, Numeracy** - Handle personal information, including over the phone and by email, and using both Spektrix our ticketing management system and manual systems as needed.
4. **Numeracy, Technical** - Process credit/debit card payments for tickets at all participating venues. Maintain records of takings and be responsible for control of any allocated cash float.
5. **Teamwork, Adaptability** - Undertake general administrative duties as allocated, including responding to customer communications via relevant channels.
6. **Customer Service, Planning & Organisation** - Maintain customer records on Spektrix ensuring confidentiality and in accordance with GDPR Regulations.
7. **Customer Service, Planning & Organisation** – Promote events as needed using our social channels.
8. **Adaptability, Teamwork** - To carry out any other duties as required by the Box Office management team.
9. **Communication, Teamwork** - On a day-to-day basis comply with the Policies and Procedures of Bristol Music Trust.

Employee Specification:

Essential – The role holder **must** have the following **Core** and **Additional Role Specific** competencies:

Core Competencies

COMMUNICATION

- Is able to exchange basic information in a courteous and effective manner to peers, line managers and customers.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is reliable and flexible in response to work priorities and issues.

CUSTOMER SERVICE

- Seeks to understand customer requirements and deliver services that are responsive to diverse customer needs.
- Meets customer needs through excellent customer service.

PLANNING AND ORGANISATION

- Provides work on time and to required standard.

- Planning a wide range of simple tasks, or a small number of complex ones.
- Is able to respond positively to changing priorities of the business.

TEAMWORK

- Has the ability to work effectively as part of a team.
- Covers others and has consideration of others needs and skills.
- Acts in a supportive manner to the team.

NUMERACY & ACCURACY

- Has previous experience in payment transactions with all forms of payment in a Box Office/retail environment

Role Specific Competencies

TECHNICAL

- Previous experience of working in a box office environment is desirable, but training can be given.

Special Conditions

The working hours for this post are determined by a flexible rota system and there is a need for the role holder to be flexible to fulfil the working patterns of a busy box office, which will include working daytimes, evenings, most weekends, and bank holidays. A rota will be provided in advance and Bristol Beacon branded tops are also provided.

Occasional Duties

The role holder will carry out any other duty that is reasonably required. Your usual place of work is Bristol Beacon, Bristol, but you may be required to work at other locations that are reasonably placed, including other venues around the city and Bristol Beacon Southmead.

Date Created / Modified: October 2021

Created / Modified by: BMT HR & Box Office Manager

Approved by: BMT HR

Outline of Terms and Conditions:

Role: Box Office Assistant

Salary: £19,000 per annum, pro-rata £11,554.05 per annum

Contract: Permanent

Hours: Part-time, 22.5 hours

To run our venue, applicants must be available to work flexibly, and you will be required to work evenings and weekends and as well as during the day and occasionally some Bank Holidays. Shift patterns and start and finish times can vary, and you may be required to work outside of the standard business hours.

As a guide shifts can be 7.5 hours in length, and the standard business hours for Bristol Music Trust operational teams are 7am – 11pm, Monday – Sunday.

Annual Leave:	24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service, pro-rata
Probationary Period:	6 months
Pension:	Bristol Music Trust operates a Salary Exchange (salary sacrifice) Pension Scheme with a 5% employer contribution, subject to a minimum employee contribution

Application Procedure

To apply please complete our application form and return, with our equal opportunities monitoring form, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team to hr@bristolbeacon.org

If you require our application form in an alternative format i.e. large print or if you need to provide your application in a different way or have questions about the recruitment process for the role, please contact our People Team on 0117 204 7108.

- We are working towards providing mentors who can give support to applicants who may not have worked in a cultural organisation before and would like some advice as to how to articulate their experience and how it is transferable. This might be because you are from a background that is underrepresented in our sector. To make a request for this please email hr@bristolbeacon.org or call 0117 204 7108.
- If you have specific question about the role, then for an informal chat please contact Lucy Knowles, Box Office Manager lucy.knowles@bristolbeacon.org

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs. You can call our People Manager on 0117 204 7108 or email hr@bristolbeacon.org Disabled applicants who meet the minimum essential criteria for the role, will be offered an interview.

The closing date for applications is **9.00am on Monday 25 October 2021**

Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff and to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce. We hold silver status from the Charter of Best Practice for Accessibility, and we are Disability Confident Committed.