

Casual Visitor Services Assistant

Job Description
Person Specification

October 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

The Orchard Theatre is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The Orchard Theatre has established itself as one of the South East's premier theatre venues. Designed to be a flexible performance and events space, the venue can stage anything from large West End musicals to hospitality and cabaret events using the flat floor configuration. The theatre offers first class hospitality, including The Restaurant which is popular for pre-show dining where it offers a great ambience, delicious food and a welcoming team.

Employment type:	Casual
Salary:	£8.91 per hour
Hours:	This is a casual hours position and as such no hours are guaranteed. Rotas are subject to variation to meet business requirements. Working hours are required on weekends, Bank Holidays and evenings.
Work location:	You will be based at The Orchard Theatre, Dartford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
Purpose of the role:	A customer-facing role to maximise ticket sales for the venue, ensuring a positive experience for patrons to continuously increase and develop The Orchard Theatre's audiences and supporting permanent members of staff.
Our ideal candidate:	You need to be polite, friendly, offer first class customer service with a smile and most of all enjoy working in a thriving theatre!
For an informal discussion contact:	Jamie Leadbeatter, Sales and Marketing Office jleadbeatter@orchardtheatre.co.uk
Closing date:	Tuesday 30 November, 2021
How to apply:	Download an application form from www.orchardtheatre.co.uk and send with a covering letter to jleadbeatter@orchardtheatre.co.uk telling us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

The Casual Visitor Services Assistant reports to the Sales and Groups Officer and Sales and Marketing Manager.

KEY ACCOUNTABILITIES

- Work weekends and bank holidays which will include daytime and evening shifts.
- Be an ambassador for The Orchard Theatre within the Ticket Office and community, positively promoting the theatre and its performances.
- Promote and up-sell all Orchard Theatre products and Premiere Card and Groups' Club.
- To carry out ticket sales duties using the venues ticketing system, including outgoing calls, in person bookings and online booking support, including reservations for the venues Restaurant and scanning tickets for visitors.
- To work alongside the front of house and hospitality teams to deliver an enjoyable and positive experience for our patrons.
- Cultivation and management of continuous positive relationships between The Orchard Theatre and its patrons.
- Development and maintenance of the theatre's database to ensure that records are accurate and cleansed on a regular basis.

OTHER DUTIES AND RESPONSIBILITIES

- Dress in accordance with Company policy and as appropriate for the job role, wearing protective clothing where issued and as instructed.
- At all times, act as an ambassador for the venue and HQT&H.
- Undertake any relevant training and development that may be required and keep abreast of developments in his/her field of expertise.
- Attend meetings as required.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Essential

- Must be available to work on weekends, Bank Holidays and evenings.
- An organised, outgoing and professional attitude.
- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues. Strong customer service skills essential.
- Literacy and computer literacy appropriate to the requirements of the Post.
- Cash handling experience.
- An excellent telephone manner.
- Excellent attention to detail.
- An ability to be flexible to business need and work calmly and effectively under pressure.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.
- An organised, outgoing and professional attitude.
- Previous experience in a customer facing/service environment desired.

Desirable

Strong awareness of theatre ticketing operational practices, purchase and payment type practices.