

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:	Part time
Salary:	c. £ 9,750.00 p.a.
Hours:	20 per week over 4 days out of 7, subject to variation to meet business requirements. Working hours will include 2 weekends a month, evenings, and Bank Holidays.
Work location:	You will be based at the Orchard Theatre, Dartford.
Purpose of the role:	A customer-facing role to maximise ticket sales for the venue that ensures a positive experience for patrons to continuously increase and develop The Orchard Theatre's audiences.
Our ideal candidate:	A customer service superhero who is comfortable and adept at interacting with people and building effective relationships. You need to be a strong communicator and have an excellent telephone manner. Along with customer service experience, you'll demonstrate an active interest in theatre, the arts and a genuine desire to engage with all strands of our local community.
For an informal discussion contact:	Jamie Leadbeatter, Sales and Marketing Manager jleadbeatter@orchardtheatre.co.uk
Closing date:	Tuesday 30 November, 2021
How to apply:	Send a cover letter to jleadbeatter@orchardtheatre.co.uk . Tell 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

You will report directly to the Sales and Groups Officer and Sales and Marketing Manager.

KEY ACCOUNTABILITIES

- 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.
- Through excellent customer service, the cultivation and management of continuous positive relationships between The Orchard Theatre and its patrons.
- Be an ambassador for The Orchard Theatre within the Ticket Office and to the wider team and community, positively promoting the theatre and its performances.
- As directed by the Sales and Marketing Manager, promote, maintain and up-sell all Orchard Theatre products including but not limited to Premiere Card, Groups' Club, Creative Learning and the Ambassador Scheme.
- Daily reporting to the Sales and Groups Officer who will assign tasks to be completed in a timely manner.
- To be a welcoming and positive first point of call to all visitors.
- To work alongside the Hospitality team to deliver excellent customer service and create an enjoyable and positive experience for our patrons.
- Development and maintenance of the theatre's database to ensure that records are accurate and cleansed on a regular basis.
- Attendance of meetings when required.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
- Undertake training and development relevant to the successful execution of the job role.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.

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

- Previous experience in a customer facing service environment.
- Competency level of Outlook, Word and Excel.
- An organised, outgoing and professional attitude.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Cash handling experience.
- An excellent telephone manner.
- Demonstrable ability to send written correspondence in a polite, professional and literate manner.
- Excellent attention to detail.
- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues. Strong customer service skills essential.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.

Desirable

- Previous use of Audience View Ticketing System
- Awareness of theatre ticketing operational practices, purchase and payment type practices.