

Casual Ticket Office Assistant

DARTFORD **ORCHARD THEATRE**

Job Description
Person Specification

January 2019

Casual Ticket Office Assistant

Orchard Theatre, Dartford

The Orchard Theatre is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

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 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 will include evenings, weekends and Bank Holidays.
- 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 and ensuring a positive experience for patrons to continuously increase and develop The Orchard Theatre's audiences.
- 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:** Matthew Holt, Ticket Office Manager on mholt@orchardtheatre.co.uk
- Closing date:** Friday 13th September 2019, 5pm
- How to apply:** Download an application form from www.orchardtheatre.co.uk and send with a covering letter to mholt@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 Ticket Office Assistant reports to the Ticket Office Manager.

KEY ACCOUNTABILITIES

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 incoming and outgoing calls, in person bookings and online booking support, including reservations for the venues Restaurant.

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

- Literacy and computer literacy appropriate to the requirements of the Post.
- An organised, outgoing and professional attitude.
- Cash handling experience.
- An excellent telephone 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 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.