

BAND ON THE WALL



Dear Applicant,

Thank you for your interest in the position of **Box Office Assistant** at Band on the Wall.

The closing date for receipt of completed applications is **9:00am on Monday 10th January 2022**. We regret that applications received after that time cannot be considered.

To apply, please submit your CV and covering letter by email to: **hr@bandonthewall.org**

Shortlisted candidates will be contacted by email by **5.00pm Wednesday 13th January 2022**. If you haven't heard from us by then, please assume your application was not successful this time.

Due to an expected high volume of applications we regret that we are unable to contact unsuccessful applicants personally. Interviews will be **w/c 17th January 2022**.

We hope that this pack will help with any questions you might have about the application process. However, if you have any further queries, please email hr@bandonthewall.org.

We look forward to receiving your application and thank you for your interest in Band on the Wall.

Best wishes,

Simon Webbon
Head of Marketing and Communications
Inner City Music Limited

JOB TITLE	Box Office Assistant
REPORTING TO	- Box Office & Ticketing Manager
KEY RELATIONSHIPS (Internal)	- Box Office & Ticketing Manager - Duty Managers - Front of house and security team
KEY RELATIONSHIPS (External)	- Ticket agents - Promoter reps
SALARY	- £9.50/hour
HOURS	Part time, casual
HOLIDAY ENTITLEMENT	20 working days excluding public holidays for the complete holiday year. Accruals for those who work part time or those who work less than a full year is calculated pro- rata.
PERIOD OF CONTRACT	Casual

PROBATIONARY PERIOD	Three months
NOTICE PERIOD	Under one month's service – nil One month but less than two years of service – one week Beyond this – one week for every complete year of service to a maximum of twelve weeks after twelve years of continual service.

Band on the Wall requires new box office assistants to join its busy team, as we head towards our reopening in Spring 2022.

The box office assistant is the first point of contact when customers arrive at Band on the Wall, and as such serves as the public face of the organisation. The box office team is responsible for managing ingress during busy events, selling tickets to members of the public, running the cloakrooms and on-the-night data collection.

Hours are casual and the role requires frequent night-time and weekend work.

Key Responsibilities

- Selling tickets to all Band on the Wall events to members of the public
- Providing customers with event information, both face-to-face and via telephone
- Checking tickets and guestlists on entry during events and issuing appropriate stamps, passes and wristbands
- Conducting basic data collection for customers paying on the door
- Managing the cloakrooms
- Welcoming customers to Band on the Wall and presenting a positive impression of the organisation to the public
- Completing internal end of night reports and sales statements

Applicant Attributes - Essential

- Previous experience in a similar customer service role
- Experience in handling cash, card and digital payments in a busy environment
- An outgoing, friendly attitude
- A willingness to learn about the Band on the Wall programme
- Working knowledge of Microsoft Office, especially Word and Excel
- Availability to work frequent evenings, weekends and late nights

Applicant Attributes - Desirable

- A keen interest in and knowledge of the live music industry
- Experience in working as part of a team in the night-time economy
- A knowledge of venue box office systems and ingress procedures
- A familiarity of Windows, iOS and Android

Additional Requirements

Health and Safety

To operate safely within the workplace with regard to the health and safety policies, procedures and safe working practices of Band on the Wall.

Confidentiality

To adhere to Policies and Procedures on confidentiality and the management and sharing of information.

Equal Opportunities

To actively promote an Equal Opportunity Policy. To help promote a working environment where all employees are valued as individuals and are encouraged to fulfil their potential.

Training and Development

To actively encourage a learning environment and development within others. To be proactive about own continuous professional development.

Review Arrangements

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

The post will be reviewed at three months. A further probation period may be required; if this is the case the post holder will be informed in writing after the review.