



Job Description

Job Title: Box Office Assistant

Responsible to: Box Office Manager

Bristol Music Trust

Run by Bristol Music Trust, and known as **Bristol Beacon**, we were established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning and engagement. We announced our new 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.

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.

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 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.

In 2023 we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This will be a completely new space dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

Box Office

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

The Box Office is a visible and knowledgeable presence within Bristol Beacon and provides an essential element of our venue, from customer happiness to promoter relationships.

The Box Office team maximise sales including ticket income and associated sales, provide data insight and analysis and work closely and collaboratively with the Marketing, Programme, Development and Finance team to ensure we are providing a high quality, innovative Box Office that enhance Bristol Beacon's programme of shows and events.

Purpose of the Role

To provide an efficient and effective Box Office Service to customers, audiences, visitors to our spaces, hirers and promoters.

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

1. To be the first point of contact for all customers and visitors to our spaces, process ticket sales and take payment over the phone and in-person, take enquiries and support event changes in a professional and efficient manner, ensuring high levels of customer service and care.
2. Handle personal information, over the phone and by email, using Spektrix our ticketing management system and maintain Spektrix, ensuring the accuracy, consistency and relevance of data.
3. Support specific customer needs including access needs and disabilities.
4. Respond to customer communications around all aspects of Bristol Beacon through our email and social media channels, passing on relevant enquiries to colleagues.
5. Maintain customer records on Spektrix ensuring confidentiality and in accordance with GDPR Regulations and Data security regulations.
6. Have an understanding of and be able to use Artifax, our event management software.
7. Be knowledgeable about our spaces, shows and events, and able to provide accurate and useful information about our programmes, event information, access needs and register, donor programmes, membership packages and facilities.
8. Provide Box Office support and cover for shows within all our spaces, including shows at external venues managing payments externally and maintaining records of takings
9. Promote events and provide updated event information using our social media channels.
10. Provide a friendly and visible on the floor presence for customers, audiences and visitors whilst our Box Office is open.
11. Work at events both on site and also at external venues when an evening or weekend Box Office is required.
12. Carry out any other duties as required by the Box Office management team including keeping the Box Office area tidy and presentable at all times
13. 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.

Role Specific Competencies

BOX OFFICE

- Previous experience of working in a box office environment. Experience of Spetrix or another ticketing system is desirable, but training can be given.
- Experience in payment transactions in a Box Office/retail environment.
- An interest in music and the arts.

AUDIENCES AND VISITORS

- Excellent interpersonal, customer service and care skills.
- Enthusiasm and interest in our programme.
- Able to interact with and recognise the needs of a wide range of people including audiences, customers, VIPs, staff, artists and promoters.
- Good attention to detail
- Good IT skills, Microsoft packages and ability to learn and develop new systems.

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.

Occasional Duties

The role holder will carry out any other duty that is reasonably required.

Pace of Work

Your usual place of work is Bristol Beacon, central Bristol or Beacon Music Centre in Southmead, but you may be required to work at other locations that are reasonably placed including other venues around the city.

Date Created / Modified: April 2023

Created / Modified by: BMT HR & Box Office Manager

Approved by: BMT HR

Role: Box Office Assistant

Salary: £22,575 per annum

Contract: Permanent

Hours: Full-time, 37 hours, working a flexible rota over 7 days per week, including evenings, weekends and bank holidays. Our rota is provided at least one

month in advance.

Annual Leave:	24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service
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 4% employee contribution

Application Procedure

To apply please complete our application form and equal opportunities monitoring data on our StaffSavvy recruitment portal, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team. Please use the Application Guidance we have provided to structure your application.

If you require our application form in an alternative 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 Manager on 0117 204 7108.

- We can provide 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.

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 essential criteria for the role, will be offered an interview.

The closing date for applications is **9.00am Monday 26th June.**

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.
