February 2015

Dear Applicant,

Re: Casual Box Office Assistant

Thank you for showing an interest in joining the pool of Box Office Assistant. Please find enclosed the following information:

- Job description
- Person specification
- Equal opportunities monitoring form

The Bush Theatre is recruiting to the pool of Box Office Assistants. We are looking for someone passionate about theatre, and delivering exceptional sales and customer services.

Working with the Box Office Supervisor, you will act as the principle point of welcome to visitors to the Bush Theatre. You would play a key role in offering the highest levels of customer service to patrons in person, by telephone and by email to maximise sales for the Bush Theatre.

To apply for this position, send a CV and covering letter outlining your experience and suitability for the post outlined in the job description below. Email your application to jobs@bushtheatre.co.uk with Casual Duty Manager in the subject line.

The deadline for applications is Monday, 23 February at 12noon [late applications will not be considered]; short-listed candidates will be interviewed on Tuesday 3 March 2015.

Yours faithfully,

Carla Morris
Theatre Administrator
Job Description

Job Title: Casual Box Office Assistant

Reporting To: Box Office Supervisor

Background
After nearly 40 years in residence over a pub on Shepherds Bush Green, we moved into the Old Library in Shepherds Bush in October 2011. Our new home has a flexible 150 seat theatre, two rehearsal/performance studios and a welcoming café-bar.

Under the leadership of Artistic Director Madani Younis, The Bush Theatre is committed to presenting a diverse and eclectic programme of new writing which speaks to and reflects contemporary society in all its diversity.

We continue to explore the potential of our new space, with an aim to reflect our mission to create theatre for today’s London.

Purpose of the Role:
To act as the principle point of welcome to the Bush Theatre. To offer the highest levels of customer service to patrons in person, by telephone and by email. To maximize sales for the Bush Theatre, and to have an extensive knowledge of Bush Theatre Productions

Main duties and responsibilities

1. Daily Tasks
   • To open the Box Office at the start of a shift, to ensure there is sufficient ticket stock in the printer and that the computer, printer and chip and pin pad are all working
   • To count the Box Office float and to inform the Duty Manager or Box Office Supervisor of any discrepancy.
   • To ensure the Box Office is tidy and well presented throughout the day. To ensure the leaflets, playtexts and other relevant Bush Theatre print are on display at the Box Office.
   • To listen to answer phone messages and to call back customers throughout the day.
   • To answer the Box Office phone within three rings, unless serving a customer in person.
   • To print and prepare tickets and merchandise for postage
   • To batch print tickets before the performance. To distribute pre-paid and complimentary tickets to customers.
   • To actively sell tickets and merchandise pre-show.
   • In the absence of the Box Office Supervisor, to release house seats on the day line with Bush Policy
   • To support Duty Manager and Front of House Staff with performance incoming, especially when the house is open.
   • To maintain high standards of radio etiquette.

2. Sales and Promotions
   • To actively promote Bush Local, Bush Connect and Supporter schemes
   • To actively promote offers (including season multi-buy offers), to up-sell and cross-sell Bush Theatre shows.
• To have a broad knowledge of Bush Theatre productions, past and present.

3. Reception
• To be the principle point of welcome to the Bush Theatre. To act as reception for the building and to alert relevant staff promptly of any visitors arriving to the building.
• To uphold the highest standard of customer service.
• To take delivery of postage and deliveries; and to distribute to Duty Manager or relevant member of staff.

4. General
• To act always in the best interest of The Bush Theatre.
• To act at all times in accordance with Bush box office policies and protocols
• To be welcoming and provide excellent customer care to all visitors to the Bush Theatre.
• To be knowledgeable of all Bush products.
• To attend a preview/dress rehearsal for each production at the Bush
• To actively keep up to date with the artistic programme.
• To actively implement environmental policies and practices for the department.
• To adhere to Bush Theatre policies, including Equalities (including diversity, access, equal opportunities) and Environmental policies.
• To actively adhere to and implement the Bush Health and Safety policy
• To maximise income and minimise expenditure wherever possible without jeopardising the quality of the work or the reputation of the Bush Theatre.
• To liaise with Events Manager and Duty Manager where necessary with external hires and events.
• Any other duties as reasonably required.

Person specification

Essential
• Keen interest in the arts and in particular work of the Bush Theatre. 
• Excellent organisational skills and ability to multi task.
• A proven efficient self starter who enjoys being a team member.
• Excellent proven interpersonal skills
• Strong communications skills and the ability to interact with a wide range of people.
• A calm and efficient manner.
• Strong IT skills, in particular using Microsoft Office applications.
• Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephone.
• Proven ability in cash handling.

Desirable
• Experience of working in an arts venue
• Experience of computerised ticketing systems in particular Spektrix.

Terms
Rotas are created on a fortnight by fortnight basis and you will be asked to let us know your availability in advance for each two week period. Shifts will be allocated to each staff member based on this availability.
Must be able to work daytimes, evenings and weekends

**Salary**  
£6.50 per hour plus holiday pay

**Probation**  
Six (6) shifts

**Contract Type**  
Casual

**Typical Shifts**  
12.00 – 20.00 (8hrs)