



## JOB DESCRIPTION

### Box Office Receptionist (casual)

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**Responsible to:** Box Office & Sales Manager

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#### SOUTH HILL PARK ARTS CENTRE AND THEATRE

Located in a beautiful eighteenth century Mansion house and grounds, South Hill Park is a unique and highly regarded arts centre and theatre, providing a rich mix of arts performances and activities. The venue is also the new official home for Bracknell Forest wedding ceremonies and offers a variety of opportunities for corporate or private events and hospitality such as wedding receptions, parties and conferencing. South Hill Park works in partnership with contract caterer Peas & Carrots Ltd to provide a quality in-house service. In 2019, the Mansion opened its newest function room, the Coach House a purpose built events space for all occasions.

A producing and presenting venue: music, theatre, comedy and dance, South Hill Park attracts leading professional producers, artists and local groups to form an annual performing arts programme augmented by our hugely popular in-house community productions. From life drawing classes to dance master classes, there is also an extensive range of workshops in almost everything artistic. The venue boasts two theatres, music and comedy cellar, recital room, craft workshops, three visual arts exhibition spaces and a cinema.

In the summer the grounds and buildings are taken over by a number of festivals and outdoor events – an opportunity to enjoy popular music, Shakespeare, and children's theatre in a beautifully restored, award-winning English garden. South Hill Park produces its own Christmas pantomime and large-scale in-house Easter, October and February productions.

South Hill Park is run by an independent trust registered as a charity and is part-funded by Bracknell Forest Borough Council and Bracknell Town Council, with project support from Arts Council England and a number of trusts and foundations.

South Hill Park is a creative and vibrant place to visit and work. The staff, Board of Trustees and visitors are fiercely proud of the work and activity that takes place in the Arts Centre and passionate about the role it plays within our community – **together we inspire and enrich lives.**

#### JOB DESCRIPTION – GENERAL

The Box Office Receptionist is a member of the sales and marketing team and contributes to the success of the venue and achievement of business and service targets through the delivery of the highest possible service standards. The role also supports the marketing department with effective delivery of ticketing services and some marketing activity. The team consists of: Head of Sales, Marketing and Communication; Box Office & Sales Manager; Box Office Supervisor; Campaigns Officer; Marketing & Publicity Officer; Marketing Assistant; salaried and casual Box Office Receptionists.

## **Main duties and responsibilities:**

- To process counter, telephone and postal bookings for the Centre's events using the computerised box office system;
- To exceed customer expectations by providing excellent customer service;
- To cash up and reconcile box office and reception tills at the end of each shift;
- To be responsible for the security of all monies and goods left in the care of the reception desk;
- To encourage an increase in memberships and donations and maintain levels of renewal;
- To process administration telephone calls and act as the main reception to the organisation;
- To deal with general enquiries relating to the Centre's facilities and activities;
- To keep abreast of all new information passed to box office/reception with regard to both the artistic and operational activities of the Centre;
- To assist with new marketing strategies and promotions under the direction of the Box Office & Sales Manager and as agreed with the Head of Sales, Marketing and Communications;
- To support the operations team, eg. monitoring the security alarm panel and logging the issue and return of keys;
- To handle deliveries to the Centre, and arrange for their removal to the appropriate department;
- To ensure the reception area is kept tidy at all times;
- To log the receipt and issue of all lost property left in the care of the reception desk;

## **General**

- On occasion represent South Hill Park as an ambassador for the organisation at press nights, performances, meetings and events;
- Undertake any other duties as may be reasonably requested by the Box Office & Sales Manager or Box Office Supervisor;
- Attend box office meetings and season briefings and any training sessions as required;
- Follow and adhere to all health and safety procedures and policy;
- Dress in accordance with South Hill Park's Dress Code Policy.

## **Relationships**

Maintain good professional relationships with:

- Staff, tutors, volunteers and members of the Board of South Hill Park;
- Bracknell Forest Borough registrars and the caterers who operate within the Mansion;
- The officers and members of Bracknell Forest Borough Council, Bracknell Town Council and Parish Councils;
- Relevant arts organisations, associations and professional bodies;
- All other individuals and organisations with whom South Hill Park seeks to work.

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## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education</b>	<ul style="list-style-type: none"> <li>• A good level of education;</li> <li>• GCSE Grade C or above, or equivalent in Maths and English.</li> </ul>	
<b>Skills, Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience in the service/retail industry;</li> <li>• Evidence of at least a basic level of competency using Outlook, Word and Excel;</li> <li>• Cash handling and cash reconciliation experience;</li> <li>• Excellent customer service skills;</li> <li>• Well organised with good administration skills;</li> <li>• Excellent communication skills when dealing with the public, stakeholders and industry colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Using a point of sale ticketing system;</li> <li>• Previous experience using the Patronbase ticketing system;</li> <li>• Experience in health and safety;</li> <li>• Previous experience working in a theatre /entertainment venue.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A proactive and positive approach to problem solving;</li> <li>• Sales driven;</li> <li>• Diplomatic, flexible and calm under pressure;</li> <li>• Strong focus on delivering excellent customer service;</li> <li>• Team player – works well with others;</li> <li>• Willingness to ‘muck in’;</li> <li>• A resilient and robust nature;</li> <li>• Presentable, honest, reliable and professional with an approachable manner;</li> <li>• Willing to work flexible hours including evenings, weekends and Bank Holidays;</li> <li>• Punctual.</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in the visual and performing arts;</li> <li>• A clean driving licence and own car.</li> </ul>

## CONDITIONS OF EMPLOYMENT

**Salary:** £8.21 per hour

**Normal hours:** Casual. Hours will be allocated according to the business needs and will be worked on a flexible shift pattern according to the rota requirements. Evening, weekend and occasional public and Bank Holiday working will be required.

**Holiday:** Holiday will be calculated on the number of hours worked over a 12 month period based on the full-time equivalent of 29 days paid annual leave (including public and Bank Holidays). The holiday year is from January to December.

**Pension:** Eligible for enrolment into South Hill Park's workplace pension scheme.

This post carries a probationary period of 13 weeks, during which time the notice period required by either party is two weeks. Subsequent to a satisfactory review, the notice period is increased to one month.

## EQUAL OPPORTUNITIES

South Hill Park aims to be an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

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## TO APPLY:

Please complete the application and equal opportunity forms and submit by **Monday 30 September 2019. Applications will be reviewed on receipt and interviews offered throughout the application period.**

Send completed applications to:  
Faye Tims, Office Manager, South Hill Park Arts Centre, Ringmead, Bracknell, RG12 7PA

Or email: [faye.tims@southhillpark.org.uk](mailto:faye.tims@southhillpark.org.uk)