



JOB DESCRIPTION

Box Office Receptionist (20 hours per week)

Responsible to: Box Office & Sales Manager

We are looking for a Box Office Receptionist to join our sales team. If you enjoy working with the public, have a practical, common-sense approach and high standards, and are looking for variety in a job at one of the most active arts venues in the Southeast, we would love to hear from you.

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 cultural 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.

As a producing and presenting venue across 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 productions, including our award-winning Christmas pantomime and other large-scale events throughout the year.

From life drawing classes to tap dance, there is also an extensive range of workshops in almost everything artistic. The venue boasts two theatres, a music and comedy cellar, a recital room, craft workshops, three visual arts exhibition spaces and a cinema.

In the summer, the grounds and buildings are taken over by several 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 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 several 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

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 sales, marketing and fundraising department consists of the: Sales and Marketing Director; Box Office and Sales Manager; Marketing Campaigns Officer; Marketing and Publicity Officer; Head of Development;

Development Officer; salaried and casual Box Office Receptionists; marketing volunteers and freelance specialists.

MAIN DUTIES AND RESPONSIBILITIES:

- To process counter and telephone bookings for the Centre's events using the computerised box office system, Spektrix
- To exceed customer expectations by providing excellent customer service
- To be responsible for the security of all goods left in the care of the reception desk
- To encourage an increase in memberships and donations and maintain levels of renewal
- To process general enquiry 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 regarding 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 Sales & Marketing Director
- 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 always kept tidy
- To log the receipt and issue of all lost property left in the care of the reception desk
- Assist with the management of all school and group bookings

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
- Attend box office meetings and season briefings and any training sessions as required
- Follow and adhere to all health and safety procedures and policy

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> • A good level of education • GCSE Grade C or above, or equivalent in Maths and English 	
Skills, Knowledge & Experience	<ul style="list-style-type: none"> • Experience in the service/retail industry • Familiarity with Outlook, Word and Excel • Excellent customer service skills • Well organised with good administration skills • Excellent communication skills when dealing with the public, stakeholders and industry colleagues 	<ul style="list-style-type: none"> • Previous experience using a ticketing system (especially Spektrix) • Experience in health and safety • Previous experience working in a theatre /entertainment venue
Personal Qualities	<ul style="list-style-type: none"> • A proactive and positive approach to problem solving • Willing to work flexible hours including evenings, weekends and Bank Holidays • Sales driven • Diplomatic, flexible and calm under pressure • Strong focus on delivering excellent customer service • Team player – works well with others • Punctual 	<ul style="list-style-type: none"> • Interest in the visual and performing arts • A clean driving licence and own car

CONDITIONS OF EMPLOYMENT

Salary: £12.71 per hour

Normal hours: 20 hours per week. 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: 29 days paid annual leave (including public and Bank Holidays) – pro rata.

Pension: 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. After 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.

TO APPLY:

Please complete the application and equal opportunities monitoring forms and submit by midday on **Tuesday 5 May 2026**.

Applications will be reviewed on receipt and interviews offered throughout the application period. The position may therefore be filled ahead of the closing date.

Send completed applications to: Jagjit Brar, Office Manager
South Hill Park, Ringmead, Bracknell, RG12 7PA

Or email: jagjit.brar@southhillpark.org.uk