

JOB DESCRIPTION

Job Title	Box Office Assistant
Job Reference Number	YT2538
Closing Date	Friday 5 September 2025
Interview Date	Friday 12 September 2025
Location	Middleton Arena
Pay Band	Band 2, £24,310 per annum (pro-rate for part time / £12.60 per hour
Hours of Work	20 hours per week
Accountable To	Box Office and Deputy Events & Programming Manager
Accountable For	Not Applicable
Special Conditions	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

1. PURPOSE OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes supporting the Events and Box Office Team by acting as a key contact for customers, dealing with the sale of tickets and other merchandise, providing advice regarding events and shows, managing enquiries for event and room bookings and ensuring accurate information is available at all times.

2. DUTIES AND RESPONSIBILITIES

- a) To assist with the day to day operation of Middleton Arena Events Team, by providing box office support including the sale of tickets and other merchandise;
- b) Dealing with enquiries from customers and potential customers, offering information and advice regarding events and making referrals to other services;
- c) To ensure the Front of House Team have consistent, accurate and up to date information regarding groups which have booked, ahead of the event;
- d) To develop and maintain good working relationships with group organisers, teachers and other contacts including providing support and communication before, during and after their visit;

- e) To support with researching new groups and audiences to make contact with the aim of converting to ticket sales;
- f) To support and assist the Events and Box Office Team with show related tasks;
- g) To support colleagues and customers with use of computerised ticketing and diary systems.
- h) To administer confirmations and invoices in a timely and accurate fashion;
- i) To support with the running of various reports from the software systems;
- j) To undertake other such duties and responsibilities of an equivalent nature as may be determined by your Line Manager including providing cover as necessary in the absence of staff;
- k) To be polite, friendly, courteous and helpful at all times in Line with our Customer Care Charter and deal with basic enquiries from customers and members of the public appropriately
- l) To work at other Your Trust venues as required to which advance notice and training will be provided if required.

3. ADDITIONAL DUTIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
- e) Relationships - To promote positive working relationships with all internal and external parties.

- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

Note to Applicants

The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Qualified to GCSE Grade C / 4 or above in Maths and English or equivalent	E	A / I
Proven experience of working in a customer facing and / or supporting operations role	E	A / I
Experience of using manual and computerised administrative support systems	E	A / I
Experience of working with Spektrix or other box office ticketing systems	D	A / I
Experience of working in an events or theatre environment	D	A / I
Qualified to Level 3 or equivalent in Business Administration	D	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Proven ability to develop positive relationships with stakeholders, partners and members of the public including effective management of compliments and complaints	E	A / I
Friendly, outgoing person who likes to work with different clients	E	A / I
Ability to co-ordinate tasks to support the delivery of activities and events and work to deadlines	E	A / I
Ability to use own initiative and think commercially to support the development of the service	E	A / I
Ability to follow laid down procedures, work under pressure and without constant supervision	E	A / I
Ability to work within a team with common objectives	E	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Excellent communication; both oral and written and excellent interpersonal skills	E	A / I
Excellent IT skills (Word, Excel, Outlook)	E	A / I
Excellent time management skills	E	A / I
Awareness of health and safety	D	A / I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A / I
Demonstrate commitment to Your Trust Values of Care, People Focussed, Inclusive and Excellence	E	A / I
High standards of personal presentation and appearance	E	A / I
Full UK driving licence or ability to travel around the Borough	D	A / I

Post Holder Name	
Post Holder Signature	
Date	

Version: June 2024

Completed By: Events & Programming Manager