

Job Description

Box Office Cashier, The Stoller Hall

Hours of work: Flexible shift-based role

Rate of pay: £8.50 p/h

Responsible To: General Manager of The Stoller Hall, Marketing Manager and Marketing Administrator

CONTEXT:

On April 21, 2017 The Stoller Hall will open its doors for its first public concert. The £8.7m concert hall, built within Chetham's School of Music in the centre of Manchester, will boast a 482-seat auditorium with a state-of-the-art acoustic perfect for a variety of artists and ensembles across many genres; for chamber orchestras, choirs, chamber music and recitals plus an adventurous programme of jazz, folk, pop, comedy and spoken word as well a range of conferences and events.

PURPOSE:

The Box Office Cashier will be the first point of contact for members of the public purchasing or collecting tickets at The Stoller Hall Box Office as well as taking telephone bookings. They will advise customers on concert information and seating options, whilst also ensuring any specific customer access needs are attended to.

KEY RESPONSIBILITIES:

The Box Office Cashier will:

1. Sell tickets and other merchandise at the Stoller Hall Box Office;
2. Take telephone bookings and answer customer queries;
3. Manage cash, card and customer not present transactions;
4. Collate, print and prepare advance ticket purchases for collection;
5. Prepare and distribute guest and press tickets on the night of the performance;
6. Advise customers with specific access requirements on appropriate seating, sightlines and hall facilities;
7. Field audience feedback and complaints, escalating to the Duty Manager if required;
8. Restock print materials in the Box Office and Atrium and keep the area presentable at all times;
9. Any other duties as required.

GENERAL RESPONSIBILITIES

The Box Office Cashier will:

1. Promote Chetham's in a positive and professional manner at all times;
2. Display a flexible "can do" approach which will enhance Chetham's wider reputation;
3. Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document);
4. Undertake any training necessary to meet the requirements of the post;
5. Adopt a flexible approach to working hours as required by the business;
6. Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary;
7. Be open to new ideas, understand the need for change and be willing to adapt;
8. Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences;
9. Be responsible for his/her personal presentation, health and physical fitness;
10. Maintain a high level of attendance;
11. Take all possible steps to ensure a safe working environment for self and other.

PERSON SPECIFICATION: BOX OFFICE CASHIER, THE STOLLER HALL

Essential

1. Experience in a box office or ticket sales role;
2. Demonstrable customer service skills and aptitude;
3. Excellent written and verbal communication skills;
4. Highly organised and motivated, able to work to multiple deadlines and to prioritise workloads calmly and effectively;
5. Highly competent with Microsoft Office software including Word and Excel.

Desirable

6. Knowledge of Ticketsolve box office software (or similar e.g. Spektrix);
7. Experience of working in an arts organisation or venue;
8. An interest in music or the performing arts;
9. Experience of using social media and website CMS (e.g. WordPress).

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date