

Ticket Office Assistant

**WYCOMBE
SWAN**

Job Description
Person Specification

October 2018

Wycombe Swan is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Wycombe Swan is a vibrant and dynamic place to work - a venue which presents some of the best music, theatre and comedy in the country. We always provide our staff with the best opportunities to train and develop within the organisation.

As well as aspirational plans to build audiences through high quality programming in our three distinct spaces (Swan Theatre, Old Town Hall, and Oak Room), we have key targets to drive the commercial success of the business through offering exceptional service to our customers. We want all visitors to the Swan to be able to enjoy World Class Service and this role will be a vital part of delivering this aim.

Employment type: Casual

Salary: £7.38/7.83 Per Hour depending on age

Hours: You will be employed on a casual basis of zero hours per week. Hours will be allocated according to the business needs and will be worked in a flexible shift pattern according to the rota requirements. Evening, weekend and occasional Bank Holiday working will be required.

Work location: You will be based at Wycombe Swan Theatre & Town Hall and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: The Casual Ticketing Assistants contribute to the commercial success of Wycombe Swan through the delivery of the highest possible standards of service and customer care. You will be responsible for selling tickets over the phone, in person and upselling membership packages and hospitality dining experiences.

The post also supports the Marketing department with effective delivery of ticketing services and supporting marketing activity.

Our ideal candidate: Someone with a passion for delivering excellent customer services, the ability to work well as part of a team. Experience of using point of sale and/or entertainment ticketing computer systems, Experience of cash handling, banking and implementing cash handling procedures.

For an informal discussion contact: Kirsty Huntington | 01494 512 000

Closing date:

How to apply: Please email a copy of your curriculum vitae, accompanied by a letter which sets out clearly your interest in this post, and your view of your suitability for it, to: admin@wycombeswan.co.uk

REPORTING

You will report directly to the Ticket Office Manager

KEY ACCOUNTABILITIES

Strategic

- With other Front of House and marketing colleagues, contribution as required to the achievement of Wycombe Swan's annual business plan, marketing targets and objectives, with particular reference to achievement of ticketing and hospitality sales targets.
- Effective contribution to Wycombe Swan's Ticket Office ticketing service including answering phones, dealing with customer enquiries, and taking bookings for shows and events.
- Responsible for encouraging the increase in Friends Memberships and maintaining levels of renewals.

Operations

- In liaison with the Ticket Office Manager, responsibility for the effective use and maintenance of the ticketing database and routine housekeeping of the ticketing system. Play a key role in ensuring that the Wycombe Swan is a welcoming venue offering outstanding service to all customers, visitors and staff across all events and spaces - this includes liaison with Visiting Companies
- Upselling of ticket add-ons as and when required through in person and phone bookings
- Responsibility for operating appropriate cash handling procedures including processing cash, cheque and credit/debit card sales for front of house, hospitality and ticketing sales Assist with the cashing up of all takings and report any differences at the end of the night, as well as ensuring the appropriate safe checks have been completed. Ensure adherence to the Wycombe Swan revenue protection guidelines and procedures.
- Attend sales meetings and season briefings when required to ensure the team are informed, and attend any training sessions as required.
- Ensure the customer experience is one of an exceptional standard and we continue to reach high scores in the mystery shopper reports.

Health & Safety

- As part of the Ticket Office team you may be the nominated First Aider when on shift and be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded in the First Aid log and followed up if required.

Recruitment, Training and Development

- Audience View training will be given on appointment of the role.
- First Aid training will be given on appointment of the role.

Other Responsibilities

- Responsible for the cleanliness and tidiness of the public facing Ticket Office and back areas of the offices.
- The post holder will dress in accordance with Wycombe Swan Dress Code Policy
- Attend and, if required, note take meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Evidence of confident computer literacy and high level numeracy and literacy appropriate to the requirements of the post (GCSEs Grade C and above required in Maths and English)
- Experience in the service/retail industry
- Cash handling and cash reconciliation experience

Skills

- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues
- At least a basic level of competency using Outlook, Word and Excel
- A proactive and positive approach to solving problems in a prompt and independent manner.
- An ability to be flexible to business needs and work calmly and effectively under pressure.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service

Desirable

- Previous experience of working in a theatre or entertainment venue.
- Experience of Ticket Office systems