

## Box Office Assistant

Thank you for your interest in the role of **Box Office Assistant** for Tobacco Factory Theatres.

Further information about Tobacco Factory Theatres can be found on our website  
<http://www.tobaccofactorytheatres.com/>

This application pack includes:

- Background Information
- The role
- Terms & Conditions and the Application Process

We hope that this pack will help with any questions you might have about the job and the application process. However, if you have any further queries please email:  
[katy@tobaccofactorytheatres.com](mailto:katy@tobaccofactorytheatres.com) or [theatre@tobaccofactorytheatres.com](mailto:theatre@tobaccofactorytheatres.com).

We look forward to receiving your application and thank you for your interest in working for the Tobacco Factory Theatres.

"The future of theatre lies in places like this."  
Jonathan Miller

—  
**Patron** Mrs Mary Prior CVO MBE  
**Trustees** Sarah Smith (Chair), Andrew Allan-Jones, Mike Forrest, Claudia McVie,  
Bertel Martin, Mark Panay, Matt Penneycard, Anna Southall  
Company no. 04536120 / Charity no. 1097542



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# ABOUT TOBACCO FACTORY THEATRES

## OUR MISSION & VISION

Our mission is to provide a welcoming home for creative adventures and human connection; to offer incredible theatre and opportunities to learn and exchange ideas.

Our vision is to build an inclusive creative community rooted in our home in South Bristol. Our inspirational theatre will take people on creative adventures, nurture talent and provide life-changing opportunities.

## ABOUT US

We are an innovative organisation that is on a bold adventure. Only 4% of our income comes from core grants from Arts Council England & Bristol City Council. Our box office makes up 55% of income, earned income is 24%, and the remaining 16% is fundraised every year.

We have just completed a capital project, raising £1.6m to reconfigure our floor and create a second performance space to complement our Factory Theatre. The Spielman Theatre is a flexible performance space with retractable seating and is used for performances, workshop activity and our work with the local community.

Two years ago we set up the Get Involved team, to make deeper connections with our community. We are currently working with 125 young people per week in our new Spielman Theatre.

We host a diverse range of work in our two theatre spaces, and we regularly create our own productions, recently *Our Country's Good*, and *Midsummer Night's Dream* and our Christmas show, *The Borrowers*.

*"Delightful, perfectly judged adaptation of Mary Norton's much-loved story"*  
\*\*\*\* The Stage on The Borrowers

*"It's just made me even more creative and probably made me a better, happier person"*  
Thea, Young Theatre Maker

*"The Future of theatre lies less and less in gilded playhouses and more and more in places like this"*  
Jonathan Miller, Director

*"Tobacco Factory Theatres works wonders with little money, with more investment it would perform miracles"*  
Susannah Clapp, The Observer

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## JOB DESCRIPTION

Tobacco Factory Theatres is looking for a new Box Office Assistant to join our busy box office, working during our opening hours (11am to 6.30pm Monday to Saturday with some exceptions) and for evening show get-ins.

This position will start in Septmeber 2019. Tobacco Factory Theatres is open over Christmas, so we are looking for people that can commit over the busy Christmas period.

We are looking for a friendly, proactive and highly organised member of staff with exceptional customer service skills to play an instrumental part in the day-to-day running of our busy Box Office. The Box Office Assistant will work regular fixed shifts on our Box Office.

### Key responsibilities

- Work alongside the Box Office Supervisor and Operations Manager to ensure the smooth running of the Box Office.
- Work regular shifts on our Box Office. Performing daily Box Office administration tasks whilst proactively selling tickets and assisting customer needs via phone, email and in person.
- Work alongside the rest of the Box Office team to complete invoicing for schools and other group tickets, organise posting of tickets, and complete cashing up and reconciliation of daily takings, as well as other related tasks asked of you by the Box Office Supervisor or Operations Manager.
- Work alongside the rest of the Box Office team, including volunteers, to hand out tickets and liaise with Front of House staff prior to performances in a timely, friendly and efficient manner.
- Keep abreast of the Tobacco Factory Theatres programme including shows, pricing, multibuy and other offers, opportunities to donate and Get Involved and Artist Development activities etc., in order to better inform and advise customers as well as upselling to drive income generation in a variety of ways.
- Drive forward the upselling of productions, multibuy, donations, memberships, merchandise and show programmes.
- Positively and proactively respond to customer needs and enquiries, including resolving difficult situations and involving the Operations Manager and Box Office Supervisor in complaints where appropriate.
- Represent the theatre in a helpful and friendly manner; ensuring the highest standard of customer care while maintaining the unique, approachable and accessible persona that Tobacco Factory Theatres is known for.

### Required skills:

- At least one years' experience of working with a Box Office system
- Must have excellent customer service experience
- Cash handling and banking experience
- Previous key-holding responsibilities

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**Desirable:**

- Experience with the Box Office system Spektrix
- Efficient in using Microsoft Word and Excel programmes

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## TERMS & CONDITIONS

### Box Office Assistant

Hours per week:	10-20 hours per week
Salary:	£8.21 per hour
	TFAT subscribes to an auto enrolment pension scheme
Contract:	Zero hours contract
Holiday:	Accrued based on number of shifts worked
Employer:	Tobacco Factory Theatres
Location of post:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF
Responsible to:	Operations Manager
Probation period:	Two months
Notice period:	Two weeks
Application Deadline:	10am Fri 13 September 2019

We regret that applications received after that time cannot be considered.

Application method: Completed Application form and Equal Opportunities Form to be emailed to [recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com).

In the subject bar please write 'Box Office Assistant'.

Interviews: Thu 19 September 2019

Start Date: ASAP

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