



TRAFFORD
COUNCIL

Box Office Assistant

Role Profile

Service: Governance and Community Strategy
Grade: Band 2
Reporting to: Front of House Manager
Responsible for: N/A

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

The post holder will be responsible for selling tickets for a wide range of arts events. They will be the first point of contact for all visitors /staff / internal & external partners arriving at the venue providing assistance with any enquires they may have. The post holder will assist with front of house events/ duties as required.

Key duties

- To deal with personal bookings/enquiries at Waterside in accordance with the venue and Council's customer care standards.
- To deal with customer enquiries and ensure they are resolved effectively, or referred to the appropriate member of staff.
- To handle financial transactions and process ticket bookings using the venue's booking procedure.
- To be the first point of contact for the Box Office providers (Ticketline) and maintain a dialogue with them as providers.
- To maintain the Box Office computer system, including adding new events, archiving out of date events, maintaining and ensuring event information and notes are correct.

- To ensure external tickets are allocated and box system is accurately maintained.
- To run promoter ticket sales reports and send as required.
- To undertake data capture, ensuring customer details are fully captured at the point of sale and other marketing incentives are offered; and keep the customer details database in good order.
- Assist senior staff in the development and improvement of the services and systems to be utilised at the venue.
- To provide and monitor statistics from manual and computer information and assist in the monitoring of service standards and team plans.
- To carry out the daily float checks and cashing up in accordance with Waterside's financial procedures
- To provide marketing support including direct mail coordination, adding customer data to mailing lists and monitoring and updating the website.
- Ensure customer feedback is accurately recorded and fed back on a regular basis.
- Ensure leaflets, publications and front of house displays are maintained and kept in good condition.
- To undertake front of house duties as required; including room setups, providing refreshments and ticket collection.
- To arrive promptly to ensure the box office and other public spaces are accessible at the art centre's opening times.
- To promote the image of Waterside in a positive, friendly, customer focused manner whilst maintaining a high level of confidentiality and professionalism.
- The post holder will be expected to undertake duties outside normal working hours, i.e. evenings and weekends in order to meet the needs of the service, as and when required by the Arts Centre Senior Managers.

- Any other duties commensurate with the grade that may be required from time to time by the Front of House Manager.

About You

Qualifications and Professional Development

- Good numeracy and Information Technology skills, GCSE passes in Mathematics & English Language.

Experience and Knowledge

- Experience of working in a Customer Service Environment, ideally within a culture /arts environment.
- Experience of using a ticketing / booking system in a public facing role.
- Knowledge and an understanding of excellent customer service.
- Experience of financial and administrative procedures.
- Knowledge of systems and procedures needed for working with the public, ideally within a front of house role.

Skills and abilities

- Ability to follow systems and procedures for working with the public e.g. Front of House, Ticketing, etc.
- Ability to implement customer care policies.
- Strong interpersonal and communication skills with the ability to interact effectively with a wide range of people including young people, community groups, staff, artists, fire authorities, police, promoters, and other council departments.

- Demonstrate an ability to provide high quality customer care services.
- Basic IT skills. Familiarity and confidence in the use of Microsoft PC software applications for word-processing, spreadsheets, databases, email and the Internet.
- Ability to work under pressure whilst maintaining a calm approach towards front-line customer care issues.
- Ability to work unsupervised / on own initiative.
- A passion/ interest for the arts.

Special Conditions

- Unsocial Hours/Weekend

Date prepared/revised: LB, JB & DA

Prepared/revised by: 13/01/2021

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.