

TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Box Office Assistant
Reports to	Box Office Manager and Deputy Box Office Manager
Responsible for	
Hours	26 hours per week
Contract	TTL Fixed Hour 26hr Mon - Sat
Annual Leave	
Salary	£18.01 per hour
Location	Trafalgar Theatre, London

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O'Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate 21 venues; including 14 in the UK regions; the Trafalgar Theatre in London's West End and the Theatre Royal in Sydney. We're growing fast, we're confident in what we do, and we're ambitious about the future. There's never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect**.

ABOUT THIS ROLE

The Box Office Assistant plays an important role in the smooth running of the Box Office, providing accurate administration, and offering the highest standard of customer service whilst working pro-actively to maximize tickets sales.

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. 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.

ABOUT YOU

The position of Box Office Assistant requires a hard-working team player who is readily able to embrace the fast-paced environment of the Box Office. They must maintain a high level of accuracy in completing any given task and consistently demonstrate adaptability and enthusiasm. Importantly, as an ambassador for the both the theatre and our resident productions, they must conduct themselves in a professional and friendly manner at all times. The capability to exercise the utmost confidentiality, discretion and integrity regarding information acquired as a result of their position within the organisation is critical.

Strong and demonstrable experience in providing excellent customer service is essential. The Box Office Assistant must be a clear and confident communicator and possess excellent written and numerical skills. Highly self-motivated, whilst being comfortable working as part of a close-knit team, the Box Office Assistant must possess good problem-solving skills and an ability to remain calm under pressure. They must also understand the importance of attention to detail and have a natural ability to prioritise.

Crucially, the Box Office Assistant will demonstrate a desire to learn new skills and to develop themselves professionally to ensure that they make an ongoing contribution to the success of their team and the venue. With this in mind, they must remain flexible to the demands of the business and be prepared to work additional hours as reasonably required by the Box Office Manager and the Theatre Management.

JOB ROLE

KEY RESPONSIBILITIES

- **Ticket Sales & Customer Service**
 - To have a detailed knowledge of the productions, either resident at that time or scheduled to be playing in the future, at the Trafalgar Theatre.
 - To open the Box Office punctually, as per the requirements of the rota.
 - To respond positively to all ticket enquiries over the phone, counter and email with the aim of achieving sales.
 - To use the ticketing software AudienceView (AV) to sell tickets and accurately capture patron details, and to ensure that all customer booking communications adhere to the Data Protection Act.
 - To offer guidance at the counter on booking e-tickets for performances of productions playing at that time or scheduled to be playing in the future at the Trafalgar Theatre.
 - To allow for special requirements in the accurate booking in of access patrons; to offer assistance to patrons wishing to join Trafalgar Theatre's Access Membership Scheme; and to monitor emails in the Box Office Access inbox.
 - To process all ticket requests (reservations/exchanges/payments) from the production office, resident cast and Company Manager.
 - To be the Box Office point of contact during incomings.
 - To actively support the FOH Duty Manager to resolve ticketing issues during show incomings.
 - To ensure any unresolved pre-performance complaints/issues are documented and speedily escalated to the Box Office Management and Theatre Management to ensure a satisfactory resolution for our patrons.
 - To balance counter takings on a daily basis.
 - To ensure all monies are secured and balanced for banking.
 - To ensure the Box Office provides accurate and timely reports for promoters and management.
 - To provide accurate post-performance reports and sales breakdowns for producers and Trafalgar Entertainment.
 - To review holds and inventory to maximise sales potential.
 - To complete mark-backs of holds (BO/Company/House/Agent etc).
 - To ensure PP seats are sold at the best possible price.
 - To set up ticket offers (including request forms, AV checking and agent test bookings).
 - To pull a weekly report on SOLT token transactions, as well as providing SOLT with weekly sales reports.
 - To actively promote positive relationships with all recognised agencies.
 - To actively promote positive relationships with other show promoters (marketing/press) and production companies (producers/resident company).
 - To work productively under reasonable levels of pressure and complete tasks within specific deadlines.
 - To co-operate with other Box Office Assistants in sharing tasks and duties equally.

GENERAL RESPONSIBILITIES

- To adhere to all Health & Safety procedures to minimise the risk of injury and accidents, reporting incidents to the General Manager.
- To contribute to ensuring a safe and efficient working environment.
- To attend training courses, as required, and take responsibility for ongoing professional development.
- To attend any Health & Safety training, as required.
- To represent the theatre in a professional manner at all times, providing excellent internal and external customer service to company colleagues, visiting production staff and building contractors. To complete any other delegated task that may assist the company in achieving its business objectives, as required by the General Manager or Box Office Management.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.

We are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence.

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