

MOUNTVIEW

Job Description

JOB TITLE: Box Office Assistant (Full Time, Part Time and Casual Roles)

RESPONSIBLE TO: Box Office Manager

WORKS CLOSELY WITH: Deputy Box Office Manager
Marketing Team
Venue and Estates Team
Student Services Team

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at Foundation, Undergraduate and Postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and there has never been a more exciting time to join us.

MAIN PURPOSE OF POSITION

The Box Office Assistants will be key members of Mountview's new front of house team, comprising Box Office, Duty Management, Security Officers, Venue Assistants and Ushers.

Reporting to the Box Office Manager, the post holders will be primarily responsible for selling tickets for performances, events and classes, providing the highest standards of customer service at all times and acting as a vital link between Mountview's audiences, visitors and building users.

KEY RESPONSIBILITIES

Box Office

- Sell tickets for performances, events and classes, and proactively upsell and cross-sell donations, memberships, room hires etc.
- Provide the highest standards of customer service to ticket buyers, visitors and building users at all times.
- Maintain an up to date knowledge of current and future performances, events, classes and other activities within the building, and direct visitors to these as appropriate.
- Maintain accurate customer records on Spektrix, ensuring that GDPR best practice is followed.
- Prepare daily tickets for collection at the Box Office.
- Reconcile cash float at the end of each shift.
- Assist customers with access requirements with their bookings.
- Respond promptly and efficiently to room hire enquiries.
- Keep promotional materials are stocked and up to date.

MOUNTVIEW

Reception

- Work with other front of house staff to welcome and assist visitors and building users, ensuring that security passes are issued and worn in accordance with operational procedures and that the Box Office and foyer are clean, tidy and safe at all times.
- Respond in a friendly, polite and efficient manner to general enquiries whether made in person, by telephone or via email.
- Assist with the smooth operation of courier and postal services and the receipt and timely distribution of incoming post.

Health and Safety

- Maintain the highest standards of health and safety at all times, ensuring that any issues are reported appropriately.
- Maintain a thorough knowledge of safety and emergency procedures.

Other Duties

- Act as an ambassador and brand guardian for Mountview at all times.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Knowledge and Experience

- Experience of working with the general public.
- Knowledge of the local area desirable.
- Experience of working in a box office helpful but not essential.
- Numerate and computer-literate.

Skills and Abilities

- Good team working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- Good time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Good written and verbal communication skills, including confident telephone manner and ability to present well in person.
- Positive and outgoing approach to customer service, with ability to promote Mountview to customers.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.

Personal Qualities and Attributes

- Interest in the performing arts and/or arts education.
- Flexible attitude to working shifts, including evenings and weekends, and adaptable approach to day-to-day workload.
- Commitment to promoting equality and diversity and ensuring access for all.

MOUNTVIEW

- Commitment to own professional development.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the General Data Protection Regulation (GDPR), and must abide by any GDPR related policies and procedures.

This post is based at Mountview's new premises in Peckham, London SE15.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

TERMS AND CONDITIONS

Salary: Circa £22K per annum, pro rata, depending on experience.

Contract: Up to 3 permanent part time and/or full time roles. Casual roles also available.

Hours: Dependent on box office rota and candidate availability.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Tuesday 13 November at 9am**.

INTERVIEWS

Interviews are likely to take place in the week commencing **Monday 19 November**.

HOW TO APPLY

Please send a **covering letter** stating why you are interested in the post and your current salary, along with the **completed application form** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Administrator, Mountview, 120 Peckham Hill Street, London SE15 5JT. All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer.