Box Office Assistant

BROMLEY CHURCHILL THEATRE

Job Description
Person Specification

September 2016
Box Office Assistant

JOB DESCRIPTION

INTRODUCTION

HQ Theatres & Hospitality (HQT&H) is a division of Qdos Entertainment Ltd.

Qdos Entertainment is wholly owned by husband and wife entrepreneurs, Nick & Sandra Thomas. Nick created Qdos Entertainment in 1999, and remains Chairman of the company, which is now one of the largest, broad-based entertainment Groups in Europe.

Rooted in family entertainment and traditional values, Qdos Entertainment has grown both organically and through a steady ‘buy & build’ strategy, by acquiring businesses that complement the original model, managed by a highly experienced management team.

Qdos Entertainment, via its wholly owned subsidiary HQ Theatres & Hospitality, has a proven track record of successfully managing and operating theatres and other cultural venues, and is the UK’s second-largest regional theatre and concert hall operator.

The current portfolio of 12 venues include: The Cliffs Pavilion, Southend; The Palace Theatre, Westcliff; G Live, Guildford; The Lyceum Theatre, Crewe; Wycombe Swan, High Wycombe; The Wyvern Theatre, Swindon; The Arts Centre, Swindon; The Beck Theatre, Hayes; The White Rock Theatre, Hastings; The Orchard Theatre, Dartford, The Colosseum, Watford, and The Churchill Theatre, Bromley.

The Company also operates an extensive range of hospitality and accommodation environments, including restaurants, cafés, bars, coffee shops and boutique hotel rooms under the brand HQ Collection. The company’s freehold restaurants and accommodation businesses include the award-winning Copper Horse Restaurant and Cottages; The Mayfield Pub, Carvery and Rooms in Seamer and The Plough Pub, Restaurant & Rooms in Scalby, near Scarborough.

SENIOR MANAGEMENT STRUCTURE

Chairman: Nick Thomas
Group Chief Executive Officer: Jim Parry
Chief Executive Officer, HQT&H: Julian Russell
Group Marketing Director: Ian Wilson
Operations Director, HQT&H: Alvin Hargreaves

Bromley Churchill Theatre is managed by the Theatre Director, Chris Glover

LOCATION OF BUSINESS
HQ Theatres & Hospitality Limited has its headquarters office in Drury Lane, London. The post holder will be based at Bromley Churchill Theatre.

EQUALITY OF OPPORTUNITY
Qdos Entertainment Limited is committed to being an equal opportunities employer. The aim is to ensure that all employees are treated equally and are employed solely on the basis of their ability and potential to do the job, regardless of their race, colour, gender, sexuality, disability, age, religion or beliefs.
REPORTING

The Box Office Assistant report to the Box Office Manager.

PURPOSE OF THE POST

Customer-facing role to maximise ticket sales for the venue and ensuring a positive experience for patrons to continuously increase and develop The Churchill Theatre’s audiences.

ACCOUNTABILITIES

Key Accountabilities of the Post are to:

Sell tickets for productions, Creative Learning activities, Hospitality packages and Churchill Friends scheme at the Churchill Theatre, both as part of the Theatre’s counter service, and by telephone as required.

Sell shows and services to customers proactively, in accordance with the Churchill Theatre’s sales policies.

Maximise ticket sales revenue from every interaction with each customer, ensuring the Ticket Sales team up-sell shows and services whilst also ensuring ticket yield remains high.

Promote the Churchill Friends Scheme proactively to customers.

Undertake all duties in a way which contributes to the Churchill Theatre’s objective of providing excellent customer service.

Maintain the highest level of customer service within the Box Office.

Work alongside groups and the marketing team in an effective and accurate manner.

OTHER DUTIES AND RESPONSIBILITIES

To adhere and comply with all company policies regarding cash, keys and security.

Any other reasonable task as requested by Management, which enables the theatre to carry out its business.
Box Office Assistant

PERSON SPECIFICATION

Essential

- Literacy and computer literacy appropriate to the requirements of the Post.
- An organised, outgoing and professional attitude.
- Cash handling experience.
- An excellent telephone manner.
- Excellent attention to detail.
- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues. Strong customer service skills essential.
- An ability to be flexible to business need and work calmly and effectively under pressure.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.
- Previous experience in a customer facing/service environment desired.

Desirable

- Strong awareness of theatre ticketing operational practices, purchase and payment type practices.