

# Box Office Assistant

## **BROMLEY** **CHURCHILL THEATRE**

Job Description

Person Specification

August 2019

## Deputy Box Office Manager

Churchill Theatre, Bromley

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**The Churchill Theatre** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

**The Churchill Theatre** in Bromley has been one of the South East's leading live entertainment venues, welcoming over 150,000 customers through its doors every year.

An eclectic programme features a popular array of top-quality musicals, drama, comedy, dance, family shows, one night events, and world-class pantomime. The theatre is proud to present many 'Bromley Premiere' shows, allowing audiences to see brand new productions prior to the West End or National tour.

**Employment type:** Casual

**Salary:** £8.21 per hour, plus commission

**Hours:** Working hours will include evenings, weekends and Bank Holidays.

**Work location:** You will be based at The Churchill Theatre, Bromley and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

**Purpose of the role:** 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.

**Our ideal candidate:** An excellent sales person with strong customer service skills and a calm head.

**For an informal discussion contact:** Lucy Harrington, Box Office Manager  
020 8290 8226 lharrington@churchilltheatre.co.uk

**Closing date:** 14<sup>th</sup> September 2019

**How to apply:** Download an application form from [churchilltheatre.co.uk](http://churchilltheatre.co.uk) and send your completed application form to [lharrington@churchilltheatre.co.uk](mailto:lharrington@churchilltheatre.co.uk).

## REPORTING

You will report directly to the Box Office Manager.

## KEY ACCOUNTABILITIES

- Sell tickets for productions, Creative Learning and Hospitality activity at the Churchill Theatre, both as part of the Theatre's counter service, and by telephone as required.
- Manage customer interactions proactively, in accordance with the Churchill Theatre's sales policies.
- Maximise ticket sales revenue from every transaction with each customer.
- 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.
- Undertake training and development relevant to the successful execution of the job role.

## Other 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.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

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. In particular, 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.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### Skills

- 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.
- An ability to be flexible to business need and work calmly and effectively under pressure.

### **Knowledge**

- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.

### **Attitude**

- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.