



Job description: Box Office & Front of House Assistant

Role description

Date of Last Review:	August 2021
Job Title:	Box Office & Front of House Assistant
Grade:	Assistant
Hours:	Full-time (35 hours / week over 7 days on a rota)
Contract:	Permanent
Salary range:	Circa £22k per annum
Reporting to:	Box Office & Front of House Coordinator
Peers:	Junior Venue Hire & Event Coordinator Event Technicians Casual front of house staff
Budget holder:	No
Probation:	6 months

Working pattern

The post will work on a rota basis alongside casual staff to cover operations over 7 days a week, including evenings and weekends.

The role requires 35 hours per week, and days/hours will vary week on week. On some occasions there may be a need for a slight variation in overall number of hours from week to week (sometimes more, sometimes fewer), but over each month an average of 35 hours of work per week will be achieved for each full-time equivalent post.

Role purpose and context:

To deliver consistently excellent welcome, box office, enquiries and reception services to our customers, audiences, students and staff, providing a warm and professional welcome to our building.

To support rota'd casual staff to do the same, deputising for the Box Office & Front of House Coordinator if required to ensure breaks are taken, key tasks are completed, and consistently excellent service is provided.

Our building is open to the public but is not a public building. This means nobody has a right of entry and our front desk team are the first point of contact and control to ensure we keep our visitors, partners, building and staff safe.

Our welcome team also provide box office and enquiries services, in person and on the phone, so a careful balance must be struck to ensure visitors are attended to in a timely manner.

Principal duties, tasks and responsibilities:

Front desk services

- Provide welcome, box office, reception and enquiries function, to ensure all customer transactions, complaints, enquiries and interaction are delivered to the highest standards consistently
- Deliver a proactive service to visitors, including agreed promotion of specific events or activity, if appropriate
- Provide a warm and interested welcome to our visitors, users, staff and tutors in accordance with the Bishopsgate Institute brand, combining professional service with individuality
- Support the Box Office & Front of House Coordinator and Campaigns Team in providing a professional and welcoming front door, front desk and main corridor area through:
 - preparation and display of clear and accurate daily signage;
 - ensuring that plentiful printed information is easily available;
 - ensuring public areas are clean and tidy
 - ensuring all front desk staff greet and make eye contact with all visitors arriving and leaving;
 - ensuring all digital advertising is regularly refreshed to show only current and future events (working with the Campaigns team)

- Undertake front desk transactions including daily reconciliation with Spektrix (box office system), ensure daily banking requirements and float allocations are in place to support scheduled activity reporting cash requirements to the Assistant Accountant
- Ensure timely and efficient communication to customers of changes in event and courses they have booked
- Control room key distribution, including sign in and out, and tutor sign-in and sign-out, in support of Duty Managers
- To escalate complaints to the Box Office & Front of House Coordinator when necessary
- Report and identify potential risks to staff or visitor safety or security, and escalate these via the agreed process if they cannot be resolved
- Ensure incoming deliveries and post are logged, sorted and delivered to the intended recipients in a timely manner
- Input into Rendezvous (room scheduling software) and Spektrix (box office system) as required ensuring accuracy and timeliness.
- Ensure the area behind the front desk, as well as its surface, is kept clear of clutter, food and personal effects at all times
- Ad hoc tasks, as required

Support to Duty Managers

- Completion of day-to-day key tasks of front desk staff to a high standard and in support of the Duty Managers' requirements for the day/evening.

This includes but is not limited to:

- opening and closing of front doors;
- maintaining a full display of marketing printed material in public areas including classrooms;
- ensuring accurate and up-to-date signage is displayed;
- post and deliveries distribution is prompt;
- liaising with tutors, partner and venue hire clients;
- room key signing out / in
- printing registers for courses
- Assertively and proactively challenging any visitor about whom there may be concerns in order to keep the building and the people within it safe, liaising with the Duty Manager to resolve the situation

General requirements of the role:

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times
- Champion and epitomise the Institute's core competency behaviours
- Attend relevant training in order to fulfill the requirements of the job and undergo supervision and annual reviews
- Comply with and implement all organisational policies and procedures as required.
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required
- Dress and present yourself appropriately as the professional needs of the Institute require

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

Person specification

1. Specialist area requirements: Box Office & Front of House Assistant

- 1.1. Demonstrably strong skills and experience in welcoming and providing excellent service to the public in an arts, heritage, education or similar environment that is open to the public, or transferable experience from a related field
- 1.2. Strong organisational skills with ability to work efficiently and calmly in a main reception environment
- 1.3. Experience in box office and reception administration, preferably with Spektrix or similar box office software knowledge and experience
- 1.4. Awareness and experience of financial accountability and the importance of record keeping
- 1.5. A passion for working with the public and providing excellent service to every visitor
- 1.6. Excellent written and spoken communication skills, with a very high degree of spelling and grammatical accuracy in English
- 1.7. Excellent time management and organisational skills with the ability to work independently, self-motivate and use initiative while collaborating effectively and operating as part of the wider organisation
- 1.8. Demonstrable skills in dealing with challenging customers, with well-developed strategies for de-escalating situations and successfully resolving them, where possible
- 1.9. Excellent and relevant skills in Microsoft Office Suite, including Outlook, Excel, Word and Powerpoint
- 1.10. A passion for the mission of the Institute and our programming priorities

2. Grade Specific Requirements – Applicable to all Assistant level posts

1. Experience of and commitment to collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy
2. Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality
3. Experience and awareness of good practice/effective approaches to planning and delivery requirements
- 2.4 Demonstrable skills in working flexibly, trouble shooting and excellent customer service skills
- 2.5 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work

Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we are introducing a competency-based approach to staff recruitment, performance review and development. The Framework will underpin the culture of the organisation and add to what we do to enable us to reach our potential both as individuals and as an organisation.

How we are managed and manage each other using the competencies will become clear and both managers and staff will have support and training to implement them once the new structure is in place.

Until then, they are in place to support the redeployment/recruitment to all roles in the new structure. The selection process we use will be designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

<u>Performance</u>	<u>Insight</u>	<u>Engagement & Inspiring Others</u>
<ul style="list-style-type: none">• Accountability• Delivering Performance• Alignment & Planning• Learning & Change	<ul style="list-style-type: none">• Breadth of Perspective• Making Effective Judgements• Applying Specialist Knowledge• Customer & Audience Awareness	<ul style="list-style-type: none">• Working Collaboratively• Communicating & Influencing• Empowering Leadership

There are different levels within each that apply to each grade or level of role in the organisation:

- Assistants, Administrators, Officers – *all non-management level staff.*
- Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a 'Specialist'.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with **what** we achieve in terms of tangible results or 'outputs' and 'outcomes', these competencies look more at **how** we carry out our work -

for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.