

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Box Office Receptionist
Job Family:	Service Delivery
Service:	Commercial Services/Venues
Location:	Epsom Playhouse
Reporting To:	Theatre Manager

Role Purpose:	To process all box office ticket sales and to promote all forthcoming shows and the venues' services
<i>Why the role exists and its contribution</i>	As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.

Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> Working under instruction, provide a good all round Box Office service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation Meet designated Box Office tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations Comprehensive knowledge of the Box Office including the computerised system to enable sale of tickets, all administration and reporting. Maintain patron database to enable cost effective distribution of seasonal brochures and mailings. Provide a seamless and high quality Box Office service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate As and when requested, supply external ticket agencies with allocation of tickets Maximise sales by up-selling events/products at every opportunity
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	<ul style="list-style-type: none"> • Assist the Assistant Marketing Manager as and when required. • Provide general administrative support to the general office as and when necessary. • To be aware of Health and Safety rules and policies specifically fire evacuation procedures. • To be vigilant at all times as to who enters the building.
Generic Duties	<p>Service Delivery</p> <p>To deliver front line services to the public</p> <p>To be a presence in public areas/venues within the borough of Epsom & Ewell</p> <p>To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate council employees/contractors</p> <p>To confidently communicate with the general public</p> <p>To ensure compliance with and enforcement of any specific legislation</p> <p>To assist in the achievement of any annual Performance Indicators targets/service delivery plan and contributes effectively to My Performance Conversations</p>

The key decision making areas in the role
<p>Prioritise in which order to deal with customers ie: phone, in person or email</p> <p>When to turn on answerphone during busy times with the foyer becoming too noisy affecting the ability to deal with customer enquiries effectively</p> <p>When to ask for assistance from other members of staff</p>
Customers and contacts
<p>The post holder should be conversant with who the primary contacts are within the key departments of Finance, IT and the Contact Centre.</p> <p>The post holder is the first point of call for all visitors to the Playhouse</p>

Key departmental contacts are the Playhouse Theatre Manager, Business Development and Commercial Venues Manager and the Head of Service

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none">• Shared responsibility for income generation• Accounting for and handling income by producing reports and reconciling till against takings	<ul style="list-style-type: none">• Emotional stress from the circumstances or behaviour or people• The impact of decision making on customers• Be aware of Health and Safety rules and evacuation procedures

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
General standard of education	D	D	D
In house training on box office system	E	E	E
Attend Council induction session	E	E	E
Knowledge and Experience			
Experience of working in a front line customer service position	E	E	E
Experience of selling tickets through a box office system	D	D	D
Cash handling, reconciliation and banking	E	E	E
Data privacy legislation	D	D	D
Skills			
Problem solving	E	E	E
Creativity	D	D	D
Analytic skills	D	D	D
Effective communication – written and oral	E	E	E
Ability to work under pressure and with minimum supervision	E	E	E
Excellent interpersonal skills	E	E	E
Working under pressure and to deadlines	E	E	E
Customer focused	E	E	E
IT Literate Microsoft Office	E	D	D
IT Literate Databases	E	D	D
Additional Requirements			
Keen interest in the performing arts	D	D	D
Flexibility to work variable hours including evenings, weekends and bank holidays	E	E	E