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| **box office assistant****SALARY GRADE: HBC 2** | Halton Borough Council resourcing@halton.gov.uk |
| Working at Halton |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture: * Working Together – building fantastic relationships with colleagues and customers
* Continuous Improvement – keeping great service delivery at the heart of everything we do
* Personal Growth – learning, growing and developing ourselves
* Accountability – doing what we say we are going to do
* Inspiring Leadership – positive roles models and leading by example

*To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)**We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**Aside from working with a great team, our employees have access to a fantastic range of benefits, including:* A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service
* Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions
* 3 x Salary Life Cover via Local Government Pension Scheme
* Investment in your personal development
* Free Car Parking at HBC sites
* Extensive employee benefits platform including discounted shopping, car leasing, gym memberships, wellbeing hub and Employee Assistance Programme.

*For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* |
| About the Job  |
| The Brindley is a destination theatre for the North West, staging numerous performances across the year. As a Box Office Assistant, you will be responsible for creating a welcoming environment to visitors and delivering the highest level of customer service, providing ticketing services and general information on the Brindley’s activities alongside a reception service for the building. You will assist in the effective day-to-day operation of the box office and reception and maximise sales whenever possible. More specific responsibilities include:* Assist in the day to day running of the computerised box office systems, including sales promotions, tickets and information provision for the public in person by phone, post or website.
* Ensuring a constant attention to detail for a smooth and courteous transaction on all occasions.
* Provide accurate and helpful information to the public about the Brindley and associated events within Halton in person and by telephone.
* Be responsible for box office security and manage the accurate and reconciliation of all box office sales receipts and floats when on shift in order to conform to financial regulations.
* Assist in the monitoring and evaluation of new and existing sales initiatives, in order to maximise sales.
* Regularly update information and statistics relating to sales figures, attendances, mailing lists, craft sales etc.
* Assist in monitoring stock levels of tickets and all other box office requirements to ensure a sufficient supply.
* To keep updated the box office database, recording customer information in compliance with the Data Protection Act and produce sales reports as required
* To complete and email sales return sheets to the Hires and Promotions Officers immediately after each show.
* To maintain a clean, tidy and uncluttered front of house box office workspace
* Work as part of a team, assisting other members of The Brindley staff and communicate effectively, in order to deliver a high level of customer and user service.
* Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job.
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| About You |
| You will be educated to 3 x GCSE standard (or equivalent) or be able to demonstrate equivalent relevant experience. In addition you will have/be:* Experience in dealing with the public and excellent customer care skills.
* Experience of handling money and reconciliation
* Computer literacy skills
* Able to deal with situations in a calm and effective manner
* Excellent time management skills
* Self-reliant and be able to work well on your own as well as part of a team
* Hours of work will be on a rota basis Monday to Sunday including evenings and a minimum of 2 weekend days or evenings in every 4 weeks.
* The post holder will hold and maintain a first aid qualification (training to be provided)

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. |
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