

# THE MARLOWE

## Job Description

POST DETAILS	
Organisation	The Marlowe Trust
Location	The Marlowe and The Kit
Job title	Box Office Assistant
Reports to	Box Office Team Leader
Salary	£17,364 per annum

### JOB PURPOSE

To sell tickets and provide customers with exceptional levels of customer service.

### PRINCIPAL ACCOUNTABILITIES

- To sell tickets and other services for The Marlowe, for the purpose of reaching sales targets and providing exceptional customer service.
- To encourage customers to join as Marlowe members, for the purpose of reaching sales targets and building loyalty.
- To adhere to The Marlowe's financial procedures, as set out by the Finance Manager.
- To assist with the management of show print, for the purpose of promoting future shows and events.
- To ensure that any processing of customer data complies with the General Data Protection Regulation Act 2016 and The Marlowe's Data Management Policy.
- To develop and maintain thorough knowledge and understanding of the theatre's programme and services, to ensure excellent levels of customer service.
- To learn and use relevant Box Office software and systems, to accurately and efficiently process ticketing and other transactions.
- To fulfil any designated role under the theatre fire plan, as required and according to procedures, to ensure the safety and security of The Marlowe.

<b>REQUIRED ATTRIBUTES</b>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Basic level of knowledge of the theatre industry.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good level of IT skills.</li> <li>• Basic level of commercial selling skills.</li> <li>• Good level of written and verbal communication skills.</li> <li>• Basic level of numeracy skills.</li> <li>• Basic level of administrative skills.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Basic level of experience of working in customer service.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSEs (or equivalent) in Maths and English at Grade C or above.</li> </ul>

<b>JOB DIMENSIONS</b>	
<b>Annual budgetary amounts</b>	N/A
<b>Number of staff reporting to the job holder</b>	N/A
<b>Any other relevant statistics/information</b>	

April 2019

NATURE OF CONTACTS	
<b>Internal</b>	<p>The post holder will have contact with:</p> <ul style="list-style-type: none"> <li>• The Box Office Manager and the Box Office Team Leader to seek advice and discuss customer feedback.</li> <li>• The Marketing Department to be briefed on marketing campaign activity.</li> </ul>
<b>External</b>	<p>The post holder will have contact with:</p> <ul style="list-style-type: none"> <li>• The Marlowe's customers to sell tickets and resolve queries.</li> <li>• Visiting theatre companies to resolve queries.</li> </ul>

WORKING ENVIRONMENT
Some evening and weekend work

ORGANISATION CHART
See attached organisational chart.

JOB DESCRIPTION SIGN-OFF		
<b>Completed by</b>	<i>Head of Marketing and Communications</i>	<i>Date</i>
<b>Reviewed/Agreed by</b>	<i>Chief Executive</i>	<i>Date</i>
<b>Budget Reviewed/Agreed by</b>	<i>Finance Manager</i>	<i>Date</i>
<b>Job Holder Reviewed/Agreed by</b>	<i>Box Office Assistant</i>	<i>Date</i>

**March 2019**