

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Apprentice Marketing and Box Office Assistant
<u>PAY BAND :</u>	Apprentice National Minimum Wage
<u>REPORTING RELATIONSHIP</u>	Sales and Marketing Manager
<u>JOB PURPOSE :</u>	To provide efficient and comprehensive support to the Marketing and Box Office team who are responsible for ticket sales, marketing and publicising of all events, activities and facilities at Darlington Hippodrome.
<u>POST NO.</u>	POS000447
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees
<u>TRAINING</u>	You are expected to work towards completing an NVQ Level 2/3 in Business Administration

MAIN DUTIES/RESPONSIBILITIES

1. To support the marketing department in the planning and implementation of local, regional and national PR strategies for all aspects of Darlington Hippodrome.
2. To deliver excellent customer service as part of the box office team, selling tickets in person and over the telephone, as well as working towards up-selling, cross-selling and fundraising targets.
3. Working across various sales points within the venue, including stage door, perform reception duties such as receiving and checking deliveries, signing in guests and acting as a first point of contact for visitors to the theatre.
4. To take deliveries of promotional print, keep the print stocks tidy, and ensure all promotional print displays across the theatre are kept up to date and in good condition.
5. To ensure that print is distributed locally and re-stocked when necessary.
6. To undertake filing, both electronic and hard copy, including press cuttings, digital content and other marketing collateral
7. Provide external websites with listings for forthcoming productions by means of data entry into online forms and ensure these are kept up to date.
8. Assist with web editing on the Darlington Culture Volunteers website.
9. Undertake some administrative duties on Spektrix, the theatre's ticketing system

10. Undertake photocopying, data input and any other administrative duties relevant to the post.
11. Assist the Marketing team in the fulfilment of promotional events and launches.
12. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
13. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
14. Carry out your role in line with the Council's Equality agenda.
15. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
16. Any other duties of a similar nature related to this post that may be required from time-to-time.
17. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
18. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: July 2019

DARLINGTON BOROUGH COUNCIL**PERSON SPECIFICATION****APPRENTICE MARKETING AND BOX OFFICE ASSISTANT****ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES****POST NO. POS000447**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	GCSE's Grade A to C including Maths and English (awarded pre 2017) GCSE's Grade 9 to 4 including Maths and English (awarded 2017 onwards) Functional Skills Level 2 in English and Maths	E	
	Experience & Knowledge		
2	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages	E	
3	Previous office admin experience		D
4	Experience of dealing with customers over the 'phone and face-to-face		D
5	Previous experience of admin systems and procedures		D
	Skills		
6	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
7	Ability to organise own work with minimum supervision.	E	
8	Ability to work as part of a team	E	
9	Ability to work to a high degree of accuracy with attention to detail	E	
10	Able to communicate effectively both verbally and in writing	E	
11	Ability to receive, record and relay information/messages accurately	E	
	Personal Attributes		
12	Flexibility, willingness and motivation to expand knowledge and experience.	E	
13	Ability to maintain confidentiality.	E	
	Special Requirements		
14	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
15	Must be prepared to undertake and complete study towards NVQ Level 2/3.	E	
16	A flexible approach to working time arrangements with the ability to work evenings, weekends and bank holidays	E	