

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Box Office and Sales Assistant
<b><u>PAY BAND :</u></b>	Band 3
<b><u>JOB EVALUATION NO.</u></b>	E3407
<b><u>REPORTING RELATIONSHIP</u></b>	Box Office Manager
<b><u>JOB PURPOSE :</u></b>	To provide an efficient and welcoming ticket sales and information serviced to the public
<b><u>POST NO.</u></b>	POS000446 / POS007069
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 1, Expected Competencies for all employees

**MAIN DUTIES/RESPONSIBILITIES**

1. Providing a high standard of customer service, facilitate the sale of tickets, gift vouchers, memberships, donations and supplementary items, using Spektrix, a cloud-based ticketing software.
2. Provide this service face-to-face, over the phone and via email.
3. Increase income from fundraising by actively seeking donations to meet and exceed targets.
4. Meet and exceed targets for cross-selling and up-selling.
5. Ensure that the Spektrix database is kept up-to-date to enable the marketing team to make effective communication with customers via email, telephone and mail.
6. Follow established procedures to ensure the security and confidentiality of cash, cheque, credit and debit card transactions and customer data.
7. Take responsibility for the attractive presentation of working areas, including a daily check and update displays of leaflets and posters.
8. Maintain the system for recording receipt and despatch of lost property.
9. Monitor the Hippodrome's box office email account and respond to queries received via this channel.
10. Resolve any problems or queries or refer them to a senior member of staff as required.
11. Record and communicate customer feedback and deal with customer complaints, escalating where necessary.
12. Work across multiple box office sites, stage door and mobile box office.

13. Make outgoing calls to groups to chase payment for outstanding reservations.
14. To be flexible to work across the theatre site as required, including the preparation and service of beverages and food to customers as and when required.
15. To be aware of emergency procedures, and to assist in evacuation in the event of an emergency.
16. Undertake any other duties relevant to the grade including work at other locations as required.
17. Maintain excellent product knowledge and knowledge of events/activities taking place in the venue.
18. 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.
19. 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.
20. Carry out your role in line with the Council's Equality agenda.
21. 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.
22. Any other duties of a similar nature related to this post that may be required from time-to-time.
23. 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****BOX OFFICE AND SALES ASSISTANT****ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES****POST NO. POS000446 / POS007069**

All appointments are subject to satisfactory references.

<b>Criteria No.</b>	<b>Attribute</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
	<b>Qualifications &amp; Education</b>		
<b>1</b>	4 GCSE's (A-C) or equivalent including English		<b>D</b>
<b>2</b>	Customer service qualification		<b>D</b>
<b>3</b>	Basic food hygiene certificate		<b>D</b>
<b>4</b>	First Aid qualification		<b>D</b>
	<b>Experience &amp; Knowledge</b>		
<b>5</b>	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages	<b>E</b>	
<b>6</b>	Experience of working in a Customer Service environment	<b>E</b>	
<b>7</b>	Sales experience and knowledge of sales techniques	<b>E</b>	
<b>8</b>	Experience of working in an arts or cultural environment		<b>D</b>
<b>9</b>	Knowledge of Data Protection		<b>D</b>
<b>10</b>	Previous catering experience		<b>D</b>
<b>11</b>	Experience of operating Spektrix or other computerised box office systems		<b>D</b>
<b>12</b>	Previous telesales experience		<b>D</b>
	<b>Skills</b>		
<b>13</b>	Ability to communicate and interact both orally and in writing to a range of audiences	<b>E</b>	
<b>14</b>	Accurate cash handling skills	<b>E</b>	
<b>15</b>	Ability to work on own initiative or as part of a team	<b>E</b>	
<b>16</b>	Ability to work effectively under pressure and to tight deadlines	<b>E</b>	
<b>17</b>	Ability to apply accurate literacy and numeracy skills to the duties of the post	<b>E</b>	
<b>18</b>	Ability to work to a high degree of accuracy with attention to detail	<b>E</b>	
<b>19</b>	Demonstrable organisational skills and ability to multi task	<b>E</b>	
<b>20</b>	Able to deal confidently with members of the public, colleagues, members and external organisations		<b>D</b>
<b>21</b>	Ability to cope with confrontational situations		<b>D</b>
	<b>Personal Attributes</b>		
<b>22</b>	A demonstrable interest in theatre and arts		<b>D</b>
	<b>Special Requirements</b>		
<b>23</b>	A flexible approach to working time arrangements to meet business requirements, including evenings, weekends and bank holidays	<b>E</b>	
<b>24</b>	Ability to wear the uniform provided as required and provide a clean, presentable and professional image at all times	<b>E</b>	
<b>25</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	