

Background information

The Almeida Theatre is a leading producing theatre company in London with a reputation for producing work of the highest standard - achieving recognition through critical acclaim, full houses, and an increasing national and international reach.

A small room with an international reputation, the Almeida began life as a literary and scientific society, complete with library, lecture theatre and laboratory. From the very beginning, the building existed to investigate the world.

Since 2013 the company has been led by Artistic Director Rupert Goold and Executive Director Denise Wood and through their leadership the company has gone from strength to strength. Under Rupert Goold's Artistic Directorship, the heart of the Almeida's vision is to make bold work which challenges and questions theatre and the world we live in, bringing together the most exciting artists to interrogate, provoke and entertain audiences through new writing and reinvigorated classics.

We strive to inspire the audiences and theatre makers of the future. Every year we reach over 8,000 young people through our Young Artist, schools, and community outreach programmes. We run our regular For Free festivals and offer £5 tickets for every production to those 25 and under.

Job Description

Job title: Box Office Assistant

Purpose of role: Working as part of the Almeida's Marketing and Communications team, the role of the Box Office Assistant is to cover Box Office duties as required on a shift system (including weekends) and to sell tickets to the public whilst maintaining a high level of customer care at all times. The Box Office works to actively maximise each sales opportunity by collecting patron data for use by the Marketing department and to encourage the use of all the Almeida Theatre's facilities.

Reports to: Box Office Manager

Responsible for: N/A

Job Description: The following is a guide to the role it is not wholly comprehensive or restrictive.

Key Responsibilities:

- Operating the computerised Box Office system (Tessitura) to sell tickets, memberships, to update customer data and produce daily reports.
- Ensuring strict adherence to the Data Protection Act.
- Selling tickets by telephone, email, post and in person and ensuring accurate customer data and information is captured on to the Box Office system.
- To have a good working knowledge of the Almeida's online ticketing system and to be able to advise customers on how to manage their online bookings.
- To ensure regular reading of all information as filed in the Box Office manual and to be knowledgeable about all forthcoming productions at the theatre.

- Processing membership fees and donations.
- Dealing with the public in an informative and courteous manner and if appropriate referring any comments or complaints to the Box Office Manager.
- Liaising with the Marketing department in regards to relevant copy on the website and all promotional literature.
- To comply with the Almeida Theatre's Health and Safety policy at all times.
- To provide assistance with any relevant areas of the Marketing strategy
- Any other duties as required by the Box Office Manager or department.

Equality:

We want to create and sustain a productive, diverse and inclusive working environment. We ask everyone who works with us to champion this ambition and embed it in their day to day work being at the heart of our Equality Policy. It is monitored through our annual Equality Action Plan.

Sustainability:

We aim to be an environmentally sustainable organisation, and ask that our all our teams work to support this. In doing so we are seeking to promote efficient and sustainable practices that create minimal impact. This is outlined in our Environmental Sustainability Policy and tracked in our annual action plan.

Person Specification

Essential:

- Experience of working in a busy Box Office
- Excellent communication skills
- Experience of using computerised Box Office systems
- Experience of cash handling
- Excellent customer service skills
- Efficiency
- Accuracy and attention to detail
- Responsible
- Good under pressure
- Discretion

Desirable:

- Experience of working in a theatre company and/ or charitable organisation
- Access and disability awareness

Summary of conditions of employment:

This is a casual position and the post holder will be on a zero hour's contract

- Hourly rate £12.33, Minimum 4 hour call
- Double-time: applicable on Sundays, Bank Holidays or after midnight
- Hours: shift system between 10.00am and 9.30pm, Monday to Saturday, with occasional Sundays and bank holidays, as required
- Holiday pay: the equivalent to 20 days per annum pro rata rising to 25 days per annum pro rate after two years service
- Probationary period: three months
- Notice period: one month
- Location: The position is based mainly at the Almeida Theatre, Almeida Street, London N1 1TA, sometimes at the Almeida Administration offices on 108 Upper Street, N1 1QN or you may be asked to work from home on certain dates.