

## Theatre Box Office staff job description

### Purpose of the role

The annual Hever Festival Theatre (HFT) is a celebration of the Arts in our open-air theatre situated in the Hever Castle gardens. HFT takes place annually between May and the end of August.

We are looking for enthusiastic box office people to join the festival team, to help make our festival a truly memorable event for everyone. We aim to provide efficient, friendly, excellent customer service, creating a comfortable and welcoming environment for all of our patrons.

### The Role of the box office staff will include the following tasks for which full training will be given;

The primary objective of the role is to manage the day to day running of the busy theatre box office. In addition the role also includes some marketing and administration of the festival.

Management and operation of the box office, which includes processing telephone bookings from Festival Friends and other members of the public wishing to attend the Summer Festival. The work involves advising customers on availability of seats, recording their requirements, processing their payments and issuing tickets using the computerised box office system. Online ticket sales now also form a significant proportion of the bookings, which require processing in the office.

Other duties are associated with general arts administration, and include:

- Customer relations; dealing with queries and feedback from the theatre audience and general public. This will include verbal and written communications as well as specific tasks such as issuing membership cards, gift vouchers etc.
- Posting updates on social media sites.
- Involvement with other marketing duties such as the update and management of online event guides and distribution of publicity material.
- Artist Liaison in the run up to shows during the Summer Festival
- To perform all duties to a high standard of customer care in attitude, approach and appearance.
- To supporting the festival staff while on site as requested.

### Role requirements

- Excellent communication and IT Skills.
- Self-motivated and able to work independently.
- An interest in the arts and entertainment.
- To undertake this role you will need to be someone who is articulate, self-confident and flexible, takes initiative and can think on their feet, trustworthy and able approach situations with maturity. You will also need to be friendly and approachable to be able to interact with visitors.
- Social media marketing experience.
- To undertake this role you must be over 18 years of age.
- You will need to have your own transport, most of our events are in the evening, the nearest train station is 1 mile away along a dark country lane.

### Training provision

All staff will be given a full induction for their role and the relevant policies and procedures for the festival.

All staff will be given full support and supervision throughout their working period.

### Availability

The box office hours are 9.30am – 2.30pm Monday to Friday. The role would also include evening shifts on show days 5.30pm – 8.30pm as required. If you'd like to get involved, you must be free to work on dates between May – the end of August.

### How to apply

Please contact Ailsa Molyneux [ailsa@heverfestival.co.uk](mailto:ailsa@heverfestival.co.uk) with your CV and cover note.