



Box Office Assistant

Casual Contract

ABOUT ST GEORGE'S BRISTOL

St George's Bristol is one of the UK's leading concert halls, in a typical year welcoming around 120,000 visitors to the building and dozens of artists in a range of music genres and spoken word. We aim to create a diverse and sustainable programme of the world's finest musicians and thinkers, and to provide a vital platform for local amateur creators, as well as supporting the work of practitioners in grassroots, voluntary and learning contexts. We are also a registered charity, and our Learning and Participation programme engages with many children and young people each year through innovative creative projects and partnerships. We are a Real Living Wage employer, accredited by the Living Wage Foundation.

To find out more about the work of St George's, [click here](#).

To find out more about the team at St George's, [click here](#).

JOB OUTLINE

We're looking for enthusiastic, music-loving, and friendly Box Office Assistants to join our growing Box Office team to support our programme of concerts on a casual basis.

You will be the friendly face of St George's welcoming visitors to our building, an excellent salesperson as well as a helpful contact point for customers looking for information or tickets.

The Box Office team is a core part of the *St George's Welcome*, aiming to give our customers the very best experience when they are with us. The team is also crucial for growing our ticket sales, and as such, in addition to your excellent customer service skills, you'll have an entrepreneurial eye for upselling.

If you're a warm, friendly person, with a passion for music and events, with customer service and/or ticketing experience, ideally in a cultural setting, we're keen to hear from you.

These roles are casual positions, with shifts typically on evenings and weekends, with some weekday availability necessary.

INCLUSION POLICY

In acknowledgement that some voices are under-represented in the arts, we commit to interview every candidate who identifies as disabled and/or being from a culturally diverse background. If you identify in this way, we would be grateful if you could make this clear in your covering letter.

We acknowledge that the term 'culturally diverse background' is imperfect and does not adequately represent all experiences or communities. We use it to refer to the cultural backgrounds which may be termed the Global Majority and/or Black, Asian, and Minority Ethnic. We are reviewing the language we use to describe diversity and difference.

ROLE OUTLINE

- Customer service:
 - Welcoming all visitors when they walk into Box Office.
 - Assisting customers with access to information about events and tickets.
 - Taking bookings and enquiries (telephone and face-to-face) using Spektrix, our ticketing system.
 - Managing ticket collections, refunds, waiting lists and car park bookings.
 - Managing car park rota system for blue badge-holding customers.
 - Managing the Box Office enquiries inbox and responding to customer queries.
- Sales:
 - Selling tickets both during our Box Office opening hours and during events.
 - Upselling offers and deals on tickets (and any merchandise).
 - Identifying and fulfilling opportunities to sell additional tickets to customers, or to encourage charitable donations.
 - Cash-handling.
- Information:
 - Ensuring familiarity with the concert programme, food and drink offer, and other things going on at St George's.
 - Data entry, customer list management and maintaining listings on Spektrix.
- Point of Sale:
 - Ensuring the Box Office is kept tidy and welcoming.
 - Identifying out of date leaflets and recycling them.
 - Managing the poster displays at the direction of the Marketing Department.
- Other duties:
 - Fulfilling other tasks as directed by the Box Office Manager, Interim Box Office Co-ordinator, or Head of Marketing & Communications.
 - Support the Box Office team when unexpected changes happen (dropped shifts or shift swap requests) through regular communication with the team (using Microsoft Teams – provided by St George's).

PERSON SPECIFICATION

| Essential | |
|----------------------|---|
| Experience | Customer service and/or sales experience |
| | Data entry experience |
| Skills and abilities | Excellent written and verbal communication skills |
| | Computer literate and confident – Microsoft 365 |
| | Basic understanding of databases |
| | Basic understanding of POS systems and/or ticketing |
| Personal qualities | Methodical and accurate, with good time management skills |
| | Friendly and welcoming; ability to work with a wide range of people |
| | Passionate about music and the arts |
| | Willing to be flexible in working hours |
| | Professional and proactive approach |
| | Team player |

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| Desirable | |
| Experience | Previous experience in a ticketing or Box Office role |
| | Previous music/arts industry experience |
| Knowledge | Knowledge of Spektrix, St George's Bristol's ticketing system and audience database |
| | Knowledge of other ticketing systems and/or POS systems |

TERMS & CONDITIONS OF SERVICE

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| Salary | Real Living Wage - £9.90 per hour (Casual hours, £19,305 FTE) |
| Holidays | Accrued based on hours worked up to 33 days per year, pro rata, (including all 8 statutory Bank Holidays). |
| Working Pattern | Available shifts will include weekday day-time shifts (10am-6pm, inc. break) and/or event shifts (3 hours long) that can be during the day, evenings, and weekends. Flexibility required. |
| Pension | St George's Bristol operates a Group Pension Plan which complies with current legislation. |
| Benefits | Staff ticket scheme for complimentary and discounted tickets for events; staff catering discount in St George's café/bar. |

APPLICATION

Please email a max two-page CV and a covering letter stating why you think you are suited to this role to recruitment@stgeorgesbristol.co.uk

Please also complete our anonymous Equal Opportunities monitoring form online [here](#).

The deadline for applications is Friday 1 July at 10am.

Interviews will be held during the week commencing 4 July.