03/10/2023

Dear Applicant

Thank you for your enquiry regarding the vacancy of **Box Office & Sales Assistant: Curve Venue.**

I am pleased to enclose an application pack (9 pages) consisting of the following:

* Job Description and Person Specification
* Application Form
* Equal Opportunities Monitoring Form

Please ensure that you read all information thoroughly before applying. Application should only be made on the enclosed application form (attaching continuation sheets where necessary), answering each section fully. No CVs should be submitted. Applications are to be emailed to [admin@nordenfarm.org](mailto:admin@nordenfarm.org)

Application Deadline: 23/10/2023

I look forward to receiving your application and thank you for your interest in the position.

Sincerely

A close-up of a signature

Description automatically generated

Jane Corry

Chief Executive & Artistic Director

## Box Office & Sales Assistant (part time)

**Job Description**

Post Title: Box Office & Sales Assistant

Hours: 25.5 (including breaks) per week

\*PLUS Potential for additional shifts (overtime) during school holidays and other busy periods

Salary: £13,004 per annum

Base: Curve Venue, Slough and Norden Farm Centre for the Arts,

Maidenhead

Reporting to: Box Office Manager & Marketing Manager

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| **Job Summary** |

This is a unique three-year role funded by Arts Council England, ideal for someone looking to develop a career in the arts or events industry.

You’ll train in box office and sales working with the team to deliver a great box office experience and help grow audiences for the venue.

The Box Office & Sales Assistant welcomes visitors, advises customers, promotes events and sells tickets for live shows, films and classes at Curve Venue in Slough and Norden Farm in Maidenhead. Shifts are generally afternoon – evening (8.30pm), Saturday daytimes and school holiday day times.

You will train at Norden Farm learning all aspects of the job before working on the box office alone at Curve Venue, where you will be part of a team presenting live events to audiences in this iconic building in the heart of Slough.

You must be able to travel to both venues daytime and evening. (NB Curve Venue is about 5 minutes walk from the train station)

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| **Benefits** |

* Complimentary tickets for performances and films (subject to availability and agent ticket policy)
* Discount on meals and drinks in the Norden Farm Café Bar
* Free on-site parking
* Stakeholder pension scheme

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| **Key Responsibilities** |

1. To deliver fast, efficient ticket sales via ticketing software (Spektrix) to all customers.
2. To work with the marketing and front of house team supporting audience development.

3. To welcome visitors to the venue and provide information as required.

4. To ensure that all customers receive a high standard of customer service.

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| **Detailed Job Description** |

1. To process ticket sales and reservations for customers via telephone, and email, ensuring the correct procedures are followed at all times.
2. To load events onto Spektrix.
3. To contact customers about events where there are changes.
4. To recognise sales opportunities including upselling and cross selling.
5. To assist with the promotion of shows.
6. To display a good knowledge of Curve Venue and Norden Farm programme and website and be able to advise customers on how to book online and where to find information.
7. To provide excellent customer service.
8. To deal with general enquiries.
9. To process sales of merchandise to customers.
10. To assist with sales campaigns, maintaining detailed records of such campaigns.
11. To act in accordance with the Data Protection Act, and the Centre's Health and Safety Policy and to carry out duties with due regard to the Equal Opportunities Policy.
12. Any other duties as may be required as part of the Box Office Assistant function.

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| **Person Specification** |

**Essential**

Candidates must be able to demonstrate:

* An enthusiasm for developing the arts in Slough
* A connectivity with Slough
* A developed interest in the arts
* Experience of working in a customer focused environment
* A genuine enthusiasm for working with the public and commitment to providing high quality customer service
* Strong skills in organisation and efficiency
* Excellent communication skills, both written and verbal, with a professional telephone manner
* Computer literacy
* Ability to work unsupervised and as part of a team
* A responsible and mature outlook

**Desirable**

* Experience of Spektrix
* Sales experience
* Experience working in the entertainment or hospitality industry
* Experience of ticketing software
* Own means of transport

Please complete the application pack below.

# Curve Venue

Application Form

**CONFIDENTIAL**

***Please read the job description and supporting information before completing this form.***

Please complete this form, ensuring you fill in all appropriate sections as fully as possible. Forms may be completed electronically or by hand in black ink. CVs should NOT be included with applications. There are 5 pages plus an Equal Opportunities Monitoring Form.

Completed application forms may be submitted by email to admin@nordenfarm.org or by post to: Norden Farm Centre for the Arts, Altwood Road, Maidenhead, SL6 4PF.

If you have a disability or any other special need that means you are unable to complete this form or any other part of the process, please contact us to make alternative arrangements.

We will keep your application form on file for 3 months after the date of receipt.

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| **Application for the post of:** |  |

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| Personal Details | | | | |
| Last Name |  | | | |
| First Names |  | | | |
| Home Address |  | | | |
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|  |  | | Postcode |  |
| Telephone | Home |  | Work |  |
|  | Mobile |  |  | |
| Email address |  | | | |
| May we contact you at work? |  | | | |

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| Education and Training | | | | |
| **Secondary Education** | | | | |
| From | To | School(s) | | Examinations passed/Grades |
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| **Higher and Further Education (University/College/Apprenticeships etc)** | | | | |
| From | To | Place of Education | | Qualifications obtained |
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| **Short and Part-time Courses** (including relevant in-house training) | | | | |
| Dates | | | Details | |
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| Previous Employment | | | | |
| Date from | Date to | Name, location and nature of employer’s business | Position held | Reason for leaving |
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| Supporting Information | | | | |
| Please use this space to tell us why you have applied for this position and what you will bring to the post. Reference the Job Description. Describe how the skills and experience you possess would enable you to fulfil the role as described in the job description and any other information that supports your application. Use a continuation sheet if necessary. | | | | |

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| Further Information | |
| Do you hold a current and full (not provisional) EU driver’s licence? |  |
| Do you require a work permit to work in the United Kingdom? |  |
| Please state how many days you have been absent from work/college due to illness during the last two years, providing details for any extended absence if you wish.\* |  |
| *Under the Rehabilitation of Offenders Act 1974, candidates are not usually required to give details of spent offences* |  |
| Have you ever been convicted, cautioned, bound over or have a conviction pending in respect of any criminal offence which is not considered spent? \* |  |
| *\* Please use an additional sheet if necessary* |  |

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| References | | |
| Please give the names and addresses of two people, not relatives, one of who should be your current employer (or last employer) from whom confidential references may be obtained. It is Curve Venue’s policy to contact referees before an offer of employment is made. Please indicate if you would prefer this NOT to happen. | | |
| Name | Position | Address/Telephone Number/Email |
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| Declaration | |
| I declare that the information on this application is, to the best of my knowledge, true and complete. | |
| Signed | Dated |