



NEW VIC

**Casual Sales Officer -
Box Office**

Information Pack
May 2024

Welcome

We are looking for Casual Sales Officers to join our busy Box Office Team.

The successful candidate will be a positive team player with excellent interpersonal and communication skills, and have the ability to maintain a high level of customer care whilst working in a busy environment.

Our Box Office Team delivers the highest levels of customer care and provides the first point of contact with more than 180,000 visitors a year. You don't have to know about Customer Relationship Management systems already, although great if you do, as full training will be given.

The deadline for applications is **Monday 3 June 2024 at 10am**. Interviews will be held on **Monday 10 June 2024**.

We hope that this pack will answer all your questions, but if there is anything else you would like to know about the role or working at the New Vic, please do get in touch on 01782 381371 or by email at recruitment@newvictheatre.org.uk



Department Information

The Box Office is open Monday to Saturday 10.00am to 7.45pm on performance days and 10.00am to 6.00pm on non-performance days.

Our Box Office Team is a vital part of the New Vic, acting as the first point of contact for all visitors to the theatre. Situated in the foyer on the ground floor, the Box Office provides ticketing services for all productions and events taking place at the theatre for audiences, and also acts as the main reception for the building, liaising with internal departments regarding visitors and deliveries.

The working environment is all ground floor and accessible. There is a lift to other areas of the theatre.

Additionally, the team also provide ticketing services for Appetite, the Creative People and Places programme for Stoke-on-Trent and Newcastle-under-Lyme.



Casual Sales Officer

Responsible to: Marketing and Box Office Manager

Role Purpose

To provide excellent customer service; accurate and efficient ticket sales; and act as the first point of contact for all audiences and visitors to the New Vic.

Customer Service

- Deliver the highest level of customer care and service at all times.
- Deal with customer ticket orders and enquiries in person, on the telephone, and via email and internet enquiries.
- Act as a reception for the organisation, alerting relevant staff promptly of any visitors arriving at the building.
- Receive deliveries and notify/distribute to relevant members of staff or departments.

Sales

- Ensure effective, accurate and efficient sales of tickets in person, by telephone, email and online.
- Resolve customer enquiries promptly and proactively.
- Participate in sales initiatives and campaigns as required.
- Participate in all customer care initiatives, and provide customer feedback where given.
- Promptly listen to answerphone messages and call customers back in a professional and timely manner.
- Accurately cash up and reconcile sales at the end of each shift.

- Take responsibility for a personal float for each shift worked.
- Ensure that product knowledge is continually maintained and updated through reading visiting company information, scripts for future New Vic Productions and attending rehearsals where possible.
- Attend all New Vic productions and, where appropriate, visiting company productions.
- Ensure venue and event knowledge is up-to-date.
- Be thoroughly familiar with pricing structures and relevant discounts for productions on sale at the New Vic.
- Be aware of overall departmental sales targets.

Data

- Ensure that financial and data protection procedures and regulations are adhered to at all times.
- Ensure the accurate capture of customer names, addresses and email addresses when taking bookings.
- Ensure that data collected is accurate, up-to-date and maintained efficiently and effectively.

Administration

- Provide good general Box Office administration (e.g. keeping correspondence folders, voucher spreadsheets/ records updated).
- Provide reports from the Box Office system as requested by the Marketing & Box Office Manager.
- Assist with general administrative duties of the department as required, including: storage of publicity materials, stuffing and labelling of envelopes, filing, dispatch of letters and photocopying.

General

- Wear New Vic branded workwear as required.
- Ensure that the Box Office area and all equipment is kept clean, tidy and presentable to the public at all times.
- Act as a brand ambassador for the New Vic, maintaining brand consistency across all forms of communications.
- Ensure familiarity with relevant Health and Safety procedures and take active responsibility for personal health and safety, and that of colleagues.
- Abide by New Vic and Appetite's policies and procedures, such as the theatre's IT policy, keeping up-to-date with any additions or changes to in-house policies.
- To undertake any other duties and training as may reasonably be required within the level and scope of the post.
- Support and, wherever possible, promote and contribute to equality, diversity and inclusivity of the New Vic.
- Every member of staff is responsible for contributing towards making the New Vic a more sustainable organisation and improving environmental performance.



Person Specification

These are the qualities we are looking for in our Casual Sales Officers.

Essential Criteria

Experience and Qualifications

- Relevant previous experience of working within a customer-focused environment

Skills and Knowledge

- Ability to work on own initiative, as well as part of a team
- Excellent communication skills, with experience of communicating effectively both verbally and in writing
- Excellent interpersonal skills, with the ability to interact with a range of people on all different levels
- Excellent attention to detail with the ability to maintain a high level of accuracy at all times
- Ability to maintain a high level of customer care whilst working in a busy environment
- Good IT skills, including an understanding of Outlook, Word and Excel

General

- Ability to work flexible hours, including evenings, weekends and Bank Holidays

Desirable Criteria

- Experience of working with Customer Relationship Management or Ticketing systems
- Experience of cash handling in a professional environment
- Demonstrable interest in theatre and the arts

Casual Sales Officer terms of employment

Contract

The post of Casual Sales Officer is offered on a zero hours contract and you will be offered work as required.

Salary

The hourly rate for the Casual Sales Officer position is £11.90 per hour and wages are paid weekly on a Friday.

Hours of Work

As a casual employee you are not guaranteed a minimum number of hours per week however, we endeavour to offer at least 3 shifts per month.

Box Office opening hours are 9.00am - 7.45pm and shifts times vary depending on performance times and needs of the department. Therefore, the ideal candidate will be flexible and able to cover a mixture of shift patterns.

Your hours will be scheduled by the Marketing & Box Office Manager in advance. Prior notice of a shift will be given via rota however, you may be asked to cover at short notice.

Holiday Entitlement

Holiday pay is calculated at a rate of one eighth of the total earnings for each week and is paid weekly.

Sickness

If for any reason you are unable to attend work due to illness, you must inform the Marketing & Box Office Manager as soon as possible on the day that you are scheduled to work.

Notice Period

If you wish to terminate your employment with the New Vic Theatre, one weeks notice is required. Similarly, the New Vic will give you one week notice if we wish to terminate your employment.

Training

Full in-house training will be provided. All training sessions will be paid for at the appropriate rate.

General

All offers of employment are subject to the candidate being able to provide suitable proof of their eligibility to work in the UK, references and medical declaration.

'Staffordshire's New Vic proves what a regional theatre with ambition and imagination can do'.

The Guardian

The New Vic is unique. The first purpose-built theatre-in-the-round in Europe and a ground-breaker in the integration of professional theatre-work with an extensive community and education programme, we make theatre that is valued by local audiences and recognised nationally. In the last few years we have toured shows 'made at the New Vic' nationally and transferred our first show to Broadway in New York with *Around the World in 80 Days* achieving the accolade of being the New York Times Critic's Pick of the Week.

We believe in the power of theatre to change lives. We also believe that everyone should have access to great theatre and on average 180,000 people visit the New Vic each year.

The New Vic has forged a national reputation for producing first class theatre – usually 8 or 9 in-house productions annually. We have a full in-house creative team, including costume, scenic workshops, lighting, sound and design. Our theatre-making is nationally recognised, particularly our work for young people and their families.

Our extensive community and education programmes reach over 25,000 annually, with award-winning New Vic Borderlines, and New Vic Education departments ensuring we are key to the cultural life of the region. Alongside this the theatre leads *Appetite*, an Arts Council England Creative People & Places programme, to engage more people in North Staffordshire in the arts.

The New Vic is a registered charity with a turnover of £5 million and operates thanks to a unique partnership between Arts Council England, Newcastle-under-Lyme Borough Council and Staffordshire County Council.





"An ingenious take on *The Great Escape*" The Times on *Tom, Dick & Harry* (2022)



"The New Vic...is doing everything a regional theatre should"
The Sunday Times for *Marvellous* (2022)



"The company's storytelling, under Heskins's direction, is masterly"
Selected as one of The Observer's best Christmas family shows of the year The
Observer on *Beauty and the Beast* (2021/22)



**"This delightful promenade show uses pretty-as-a-picture design, undercut with creepy asides, to bring
ETA Hoffmann's famous tale alive"**
The Guardian on *Coppelia - A Mystery* (2021)

"In a historically grim year, these are tales to reset your perspective – and, sometimes, to stir your soul"
i news on *Hoard: Rediscovered* (online 2020)



"Sumptuous staging of the Mark Twain classic that offers a feast for the senses"
The Stage on *The Prince and the Pauper* (2019/20)

Applying

The New Vic aims to attract, develop and retain the best talent for all roles and will always appoint based on merit. We consider that diversity is good for the art we make, good for artists, good for audiences, and good for the cultural sector.

The New Vic is an equal opportunities employer. We value diversity in our workforce and positively encourage applicants from all sections of the community, particularly applicants under-represented across the arts workforce, especially applicants with a disability, applicants who are LGBTQIA+ or applicants of African or Caribbean heritage, South, East and South-East Asian heritage or anyone who experiences racism.

How to apply

To apply, please complete our online application form at <https://www.newvictheatre.org.uk/about-us/careers/vacancies/>

The deadline for applications is **Monday 3 June 2024 at 10am**. Interviews will be held **Monday 10 June 2024**.

We want to make sure that our application process is accessible to everyone, so please do tell us if you need any of this information in another format (e.g large print, audio).

If you have any questions, please contact us on recruitment@newvictheatre.org.uk using the subject line Casual Sales Officer or by calling 01782 381371.





New Vic Theatre , Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG Stoke-on-Trent & North Staffordshire Theatre Trust Ltd. Company registration number: 911924. Charity registration number: 253242. The New Vic Theatre operates thanks to partnership between the Arts Council England, Newcastle-Under-Lyme Borough Council and Staffordshire County Council.