



Job Description

Post Title:	Assembly Hall Theatre Box Office Assistant Assistant
Service:	The Assembly Hall Theatre
Grade:	1
Responsible To:	Sales & Marketing Manager, Culture.

Job Summary: To act as a first point of contact for all customers seeking to purchase tickets, or who have ticketing & show related questions, across phones, emails and face-to-face. Scope of work to cover ticket sales for all Assembly Hall Theatre, Amelia & Culture paid and free events with roles acting as support for broader ticketed events promoted by Tunbridge Wells Borough Council. Roles to deliver a best-in-class customer experience with a focus on sales and up-selling across our portfolio of events.

Main Activities:

- 1) Based in The Assembly Hall Theatre box office, this role will be the first point of contact for all customers via phone, email or face-to-face. The role will be required to engage customers in a positive, friendly manner in order to address any ticketing or show questions and / or present and sell tickets to Culture events managed by Tunbridge Wells Borough Council.
- 2) To take an active role in promoting and selling events and activities with a focus on up-selling.
- 3) To use a range of systems to process and answer customer enquiries.
- 4) Support the Ticketing & Sales Co-Ordinator in the administration and maintenance of the Box Office ticketing system.
- 5) To identify opportunities to enhance and transform ticketing processes with the aim of improving the effectiveness and efficiency of the service and outcomes for the customers.
- 6) To always keep The Box Office area in the Assembly Hall Theatre well-presented and tidy by ensuring displays are maintained and flyers / posters refreshed.
- 7) To undertake training and development activities, as necessary, to fulfil the requirements of the role. This may include attending meetings and briefings out of normal working hours.
- 8) The role will be required to work in shift patterns covering irregular hours in order to ensure the Box Office is staffed 6 days a week. The role is also required to provide appropriate cover for all shows at the Assembly Hall Theatre, Amelia & Cultural events.

General:

- (1) Be mindful of maintaining good internal / external relations as a representative of Tunbridge Wells Borough Council.
- (2) Be aware of and exercise responsibilities under Health and Safety at Work Act and other related matters.
- (3) Ensure TWBC Safeguarding policy is always adhered to.
- (4) This job description is not intended to be an extensive list of all the tasks and responsibilities in the post. It may be changed in the light of experience and the needs of the service.