

Job Description

Job Title:	Box Office and Admin Assistant
Reports to:	Box Office Supervisor
Salary:	TBC
Working hours:	12.5 per week minimum (over 7 days) - with an average of 14 hours (but this cannot be guaranteed over quiet periods). Must be able to work every other Saturday during the day. This role will also include some evening shifts.
Terms:	Part-time
Location:	Queen's Hall Arts Centre, Hexham
Main purpose of role:	To assist with the operation of the Box Office as part of a team as well as undertake general admin duties. This will include weekend and evening working.
Key Tasks and Responsibilities:	1. To sell tickets and produce reports through the Spektrix booking systems. 2. To input events into the booking system and diary. 3. To sell other products including merchandise. 4. To provide information about Queen's Hall Arts activities. 5. To act as a hub for internal and external communications, as well as a first point of contact for visitor, artists, performers and audiences. 6. To keep the foyer and box office tidy, and provide a welcoming environment for everyone. 7. Support the Box Office Supervisor in managing the Front of House staff and volunteer stewards. 8. To handle cash and other financial transactions and to produce accurate end reports. 9. To undertake general administration duties, as required, including data entry, recording financial information and minute taking. 10. To operate building security systems, log issues and incidents, and report (verbally and in writing) accurately to QHA management. 11. To occasionally be responsible for the opening up and locking up of the Queen's Hall or areas/rooms within it. 12. To occasionally deputise for the Box Office Supervisor. 13. To operate, abide by and take appropriate responsibility for company policies as may be required, eg Health & Safety, Equal Opportunities, Disciplinary & Grievance Procedures. 14. To undertake such other duties and responsibilities consistent with the level, nature and grade of the post, as may be required. 15. To participate in the identification of personal training and development needs and to participate in training as required.
Person Specification	ESSENTIAL:

	Ability to work flexible hours, including weekends and evenings. Good general education demonstrating numeracy, literacy and IT skills. An interest and enthusiasm for theatre, live music and performing arts. Excellent interpersonal and communication skills. Self-motivated, capable of working on own initiative or as part of a team. Ability to work accurately and quickly under pressure. DESIRABLE: Experience of working in an arts venue, retail or sales environment. Administrative experience. Experience of work planning and establishing priorities. ADDITIONAL INFORMATION All Queens Hall Arts appointments are subject to a six month probationary period. Staff are entitled to 22 days paid leave per year exclusive of statutory holidays. Holiday entitlement must be taken within the year that it accrues.
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