**BOX OFFICE ASSISTANT**

**APPLICATION PACK**

Thank you for your interest in the above vacancy.

Details of the background and context to this role can be found in this pack.

**How to apply**

Please complete the following:

1. Application form
2. Covering letter explaining why you are applying for the position, and how your experience and expertise fits the role
3. Up to date CV which explains any gaps in employment

Once you have completed your application documents, please return them before the closing date to:

Penni Pierce
Executive and Project Assistant

Creative Foundation

Quarterhouse
Mill Bay

Folkestone

Kent CT20 1BN

Or alternatively, please email your completed application to: pennipierce@creativefoundation.org.uk

If you have any questions relating to this vacancy, please contact Sally Otteson by email: sallyotteson@creativefoundation.org,uk

**Deadline**

Closing date for applications: **5pm, Monday 2nd March 2015**

Interviews will take place during the week commencing 9th March, in Folkestone.

**ABOUT THE CREATIVE FOUNDATION**

**Our Vision**

The Creative Foundation is a unique arts organisation with a range of activities meaning it makes a positive difference to the town, the region, its inhabitants and its visitors. This gives the charity a significant advantage in making it a great place to work.

**Our Mission**

The Creative Foundation is an independent arts charity dedicated to enabling the regeneration of Folkestone through creative activity. Working with the people of Folkestone, our partners and other stakeholders we will transform the town making a better place to live, work, visit and study.

**Our goals and objectives**

**Goal 1: Creatively engage the people of Folkestone**

Objective 1: Bring quality art to the town for everyone in Folkestone

Objective 2: Bring quality creatives to Folkestone and the Creative Quarter

Objective 3: Provide opportunities for people to develop creatively

Objective 4: Encourage creative engagement with partners and agencies

**Goal 2: Creatively transform the look of Folkestone**

Objective 1: Bring artwork to the town

Objective 2: Creatively maintain the Creative Foundation portfolio

Objective 3: Ensure the Creative Quarter public realm looks and feels
 attractive

Objective 4: Encourage creative engagement by relevant bodies and
 individuals with property and the public realm

**Goal 3: Creatively change the economy of Folkestone**

Objective 1: Attract and retain new creative businesses

Objective 2: Deliver the creative visitor economy

Objective 3: Attract creatively engaged people to live in Folkestone

Objective 4: Encourage creative investment in Folkestone by others

**Goal 4: Change the reputation of Folkestone as a creative town**

Objective 1: Promote the Creative Foundation model for immersive
 creatively-led regeneration

Objective 2: Effective promotion of Creative Foundation activities

Objective 3: Create a virtual Creative Foundation through digital
 technology

Objective 4: Encourage others to promote the reputation of Folkestone

**Goal 5: Create a sustainable Creative Foundation**

Objective 1: Have a clear understanding of CF’s vision, mission, values
 and business plan

Objective 2: Align the financial model with the organisation's vision

Objective 3: Invest in resources, including staff, to deliver the vision

Objective 4: Build appropriate partnerships to deliver the vision

<http://www.creativefoundation.org.uk/>

Other Creative Foundation projects:

[Creative Quarter](http://www.creativequarterfolkestone.org.uk/)

[Quarterhouse](https://www.quarterhouse.co.uk/)

[Folkestone Book Festival](http://www.folkestonebookfest.com/)

Folkestone [Artworks](http://folkestoneartworks.co.uk/)

[Folkestone Triennial](http://www.folkestonetriennial.org.uk/)

**JOB DESCRIPTION**

**Job Title:** Box Office Assistant

**Salary:** £15,200 per annum

**Reports to:** Quarterhouse Venue Manager

**Location:** Quarterhouse, Mill Bay, Folkestone, Kent CT20 1BN

**Full time:** Five days per week, 9am – 5pm, including two Saturdays in four.
 Evening working may be required.

**Purpose of Job/Key Objectives**

As part of a small and dynamic team, the Box Office Assistant will work closely with the Creative Foundation team to provide Box Office and front of house services for the Quarterhouse, to promote its events, and offer front of house and customer services to tenants, visitors and members of the public on behalf of the Creative Foundation.

To provide Box Office services for Quarterhouse, processing ticket sales and reservations through our ticketing system, and act as a reception point for the Creative Foundation, dealing with customer enquiries.

**Principal Duties/Tasks and Responsibilities**

* To administer bookings and reservations (both over the phone and counter) and to deal with enquiries in accordance with the systems laid down; and as part of a team to assist in the smooth running of the Box Office to the highest standard.
* To deal effectively with public and Creative Quarter tenants’ queries over the phone and face to face and ensure that enquiries are forwarded to the relevant department.
* To deal politely and efficiently with members of the public at all times, and maintain high standards of customer service.
* To administer online bookings and make tickets ready for postage.
* To keep up to date with all show and performance information, marketing offers and sales’ details to inform customers effectively of all Quarterhouse events, as well as other Creative Foundation events and activities, such as Folkestone Artworks, Triennial, Folkestone Book Festival and Creative Quarter.
* To report immediately to the Duty Manager any safety matters.
* To be responsible for a float and cash bookings, and to cash up at the end of every shift. To complete a personal financial report at the end of each shift.
* To answer queries and act as a first port of call for Creative Foundation tenants, visitors and members of the public and forward requests to relevant members of staff.
* Working with the Marketing & Engagement team to co-ordinate Quarterhouse related direct marketing activities, including print or e-marketing newsletters/bulletins.
* Upload content on the Quarterhouse website and keep it up date at all times.
* Upload content on the Quarterhouse social media, developing a network of supporters who interact with the Creative Foundation digitally.
* Undertake any other duties as required in support of the aims and objectives of the Creative Foundation.
* Assist the Marketing & Engagement team with the effective mailing and distribution of the Quarterhouse and Book Festival brochure using Spektrix reports.
* To undertake research as requested by the Quarterhouse Manager and update the Spektrix database.
* To monitor ticket sales and use Spektrix to inform effective marketing campaigns.
* To contribute towards the day to day running of the Quarterhouse and adhere to health and safety policies.
* Process weekly Box Office banking and produce daily and weekly reports to balance.
* Set up all ticketed events on Spektrix to include promotions, passes and merchandise.
* Provide data to the development and fund raising department for funding applications.
* Process and deliver incoming and outgoing post for all Creative Foundation departments.

NB. This job description is provided to assist the post holder to know their principal duties. It may be amended however from time to time in consultation with you, by or on behalf of the Creative Foundation Chief Executive without change to the level of responsibility appropriate to the grading of the post.

Person Specification

|  |  |
| --- | --- |
| Essential  | Desirable |
| Skills, experience and knowledge* Previous experience of working in customer service
* Experience of updating digital communication channels including websites, and social media, such as Facebook and Twitter
* Excellent communication skills, specifically written English
* Thoroughness and an eye for detail
* Excellent IT skills with specific experience of working with databases and MS office applications
* Interest in the visual and performing arts and understanding of the aims and objectives of the Creative Foundation
* Demonstrate excellent administration and organisational skills, working under pressure to tight deadlines whilst managing multiple projects
* Excellent customer service

Approach to work* A positive team player
* Thorough and precise
* Friendly and positive
* Ability to be flexible with workload
* Demonstrates initiative when required
 | Skills, experience and knowledge* Relevant experience in an arts organisation and/or visitor attraction
* Marketing, IT, design degree or other qualification
* Arts related degree or other qualification
* Experience of using Photoshop or InDesign
* Experience of using Spektrix or similar ticketing software
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**BOX OFFICE ASSISTANT**

**APPLICATION FORM**

**SECTION 1: APPLICANT DETAILS**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
| **Mobile number:** |  |
| **Home telephone:** |  |
| **Email address:** |  |

|  |
| --- |
| Are you legally eligible for employment in the UK?  |

|  |
| --- |
| How did you hear about this vacancy?  |

|  |
| --- |
| What is your notice period / earliest availability to take up a new position?  |

**SECTION 2: DECLARATION**

Please sign below to indicate that you are providing full and accurate information in your application, including this form, your covering letter, CV and any subsequent interview; and that furthermore you understand that withholding or misrepresenting relevant information may be grounds for dismissal.

Signature: Date:

|  |
| --- |
| (FOR OFFICE USE ONLY) DATE RECEIVED: DATE OF INITIAL RESPONSE: |

**SECTION 3:**

**PLEASE PROVIDE A RESPONSE TO THE FOLLOWING QUESTION, USING NO MORE THAN 500 WORDS:**

Why do you think you are suitable for the post of Box Office Assistant, and what skills will you will bring to the role?

**SECTION 4:**

**REFERENCES**

Please provide details of two referees, one of whom is your current or most recent employer (or key client if freelance), and indicate at which stage you consent for these references to be taken up.

|  |  |
| --- | --- |
| **Name:**  | **Relationship to you:**  |
| Address: | Contact numbers: |
| Email address: | Please contact prior to interview YES/NO |

|  |  |
| --- | --- |
| **Name:**  | **Relationship to you:**  |
| Address: | Contact numbers: |
| Email address: | Please contact prior to interview YES/NO |

**Equal Opportunity Monitoring Questionnaire**

**Job Title:** Box Office Assistant

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| --- | --- | --- | --- |
| **Gender:**  | Male |  | 🞎 |
|  | Female |  | 🞎 |
|  |  |  |  |
| **Age:** |

|  |  |
| --- | --- |
|  18 – 25 |  |
|  26 – 35 |  |
|  36 – 45 |  |
|  46 – 55 |  |
|  56 – 65 |  |
|  Over 65 |  |

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| **Ethnicity/cultural diversity**Please choose one from A to E, then tick the appropriate box to indicate your background. |
|  |  |  |  |  |
|  A | White |  |  |  |
|  |  |  |  |  |
|  | British |  |  | 🞎 |
|  | English |  |  | 🞎 |
|  | Scottish |  |  | 🞎 |
|  | Welsh |  |  | 🞎 |
|  | Irish |  |  | 🞎 |
|  |  |  |  |  |
|  | Any other white background, please write in:………………………………………………… |
|  |  |  |  |  |
|  B | Mixed |  |  |  |
|  |  |  |  |  |
|  | White and Black CaribbeanWhite and Black AfricanWhite and Asian | 🞎 |
|  | 🞎 |
|  | 🞎 |
|  |  |
|  | Any other Mixed background, please write in:……………………………………………………… |
|  |  |  |
|  C | Asian, Asian British, Asian English, Asian Scottish or Asian Welsh |
|  |  |  |  |  |
|  | IndianPakistani |  | 🞎 |
|  |  | 🞎 |
|  | Bangladesh |  | 🞎 |
|  |  |
|  | Any other Asian background, please write in:  |
|  | …………………………………………………… |

|  |  |
| --- | --- |
| D | Black, Black British, Black English, Black Scottish or Black Welsh |
|  |  |  |  |
|  | Caribbean |  | 🞎 |
|  | African |  | 🞎 |
|  |  |
|  | Any other Black background, please write in: ……………………………………………………… |
|  |  |  |  |
| E | Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh |
|  |  |  |  |
|  | Chinese |  | 🞎 |
|  | Vietnamese |  | 🞎 |
|  |  |
|  | Any other Chinese background, please write in: ……………………………………………………  |
|  |  |  |  |
| F | Other Ethnic Group |  |
|  |  |  |  |
|  | Please write in: ………………………………………………… |
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| **Disability monitoring** |  |
|  |  |  |
| Do you consider yourself disabled? |  |
|  |  |  |
| Yes |  | 🞎 |
| No |  | 🞎 |
|  |  |  |
| If you have a disability, is there anything we can do to make our recruitment and selection procedure more accessible to you? |
|  |  |  |
| …………………………………………………………………………………………………… |
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