



Box Office Assistant Recruitment Pack



Photo credit Ellie Kurtz

Overview

Job title:	Box Office Assistant
Reports to:	Box Office and Data Manager
Pay:	We pay above the London Living Wage - £11.95, plus holiday pay
Hours:	This is a casual, zero hours role. See below for more info.

About Little Angel Theatre

Little Angel Theatre is a home for puppetry. Since its doors first opened in 1961 the theatre has been dedicated to creating and sharing inspiring stories. Puppetry is at the heart of this innovative theatre, from igniting the imaginations of the youngest minds to equipping tomorrow's puppeteers with the tools they need to succeed. As well as an internationally recognised theatre with productions touring throughout the UK and across the globe, Little Angel Theatre also has its roots in Islington, and works with its local, diverse community to break down barriers to arts engagement so all can benefit and enjoy this remarkable art form.

"Little Angel is nothing less than an icon of north London childhood."

Time Out, 2016

For more information about Little Angel Theatre please see www.littleangeltheatre.com



Core Duties

The Role

This role involves working onsite at show times and may also include shifts covering the box office remotely during opening hours when more experience has been gained and more training given. When working onsite at one of our venues you will be in communication with the staff on remote box office, but will usually be the only member of box office staff present.

This is a casual role and shifts are shared between the box office team. Shifts vary in length. Please note:

- For our autumn season shows take place Thursday – Sunday and for our winter season shows take place Wednesday – Sunday.
- The remote box office is staffed Tuesday – Sunday (the theatre is closed on Mondays).
- **This role includes regular weekend work and candidates must have good weekend availability.**

Duties and responsibilities:

1. Staffing the box office desk at show times and having a thorough knowledge of our systems and policies for dealing with any ticketing issues that arrive with incoming audiences. Using our ticketing system, Spektrix, including running reports, booking new tickets, finding and editing orders, and managing ticket locks.
2. Working with the visitor experience staff to ensure the smooth running of operations for public performances.
3. Providing a friendly service for all who visit our venues or contact our box office.
4. Actively and promptly communicating with box office colleagues who are working at the other site and remotely.
5. Selling refreshments and merchandise in the foyer before and after shows, and during intervals if applicable.
6. Undertaking other duties to provide a pleasant experience for audiences, including regular cleaning in the buildings.
7. Following all health and safety, fire safety and safeguarding regulations as stipulated.
8. Ensuring you keep up to date with box office processes and information about all our ticketed events.
9. Supporting the general administration of the box office.
10. If working on remote shifts, dealing with bookings and enquiries via phone and email for all our ticketed events, and completing any other admin or data tasks given.

Full training will be given but candidates should demonstrate an ability to learn complex systems quickly. We welcome candidates with previous box office or front of house experience, especially those with experience of working with young audiences.



Applications

The deadline for applications is:

10am, Tuesday 19th September

Interviews will be held on: Week commencing Monday 25th September.

Start date: October 2023

To apply please send a completed Application form and Equal Opportunities form (can be found on our website) to recruitment@littleangeltheatre.com **Please quote reference BOX23 in the email subject line.**

For more information about the company please see www.littleangeltheatre.com

Little Angel Theatre is an Equal Opportunities and accredited London Living Wage employer.

