



JOB DESCRIPTION

Job Title:	Box Office and Marketing Assistant
Department:	The Exchange, Twickenham
Reports To:	Front of House Manager
Grade:	Band D
Pay Spine:	Spinal Point
Salary:	£21,236 per annum
Hours:	Full time. There will be some evening and weekend working.
Term:	Permanent
Annual Leave:	20 days plus University Closure Days

Job Purpose:

You will be the first point of contact for most customers of the new venue in Twickenham which is managed by St Mary's University. This will mean being mainly based at the front desk in the venue, answering telephone enquiries and dealing with box office and hiring enquiries. Also to assist with social media and web marketing and ensuring all events are receiving the marketing support they need.

Main Duties and Responsibilities:

- To maintain a high level of customer service and care within the venue.
- To take box office bookings for ticketed events at the venue.
- To take casual/walk-in bookings for events or for studio space hire.
- To provide a box office service for customers arriving to attend evening events.
- To support the marketing work of the venue particularly ensuring that posters, flyers, listings and web marketing is being carried out for all public events.
- To take a planned and organised approach to the work programme, prioritising important tasks and identifying suitable solutions to any potential risks or problems. To work with the Front of House Manager to implement solutions to mitigate the risks or problems.
- To, on a daily basis, undertake all the necessary administration duties to support the running of The Exchange. This will include some cashing up of takings.
- To accurately enter the required data in to the box office and hirings system when bookings are being processed to ensure smooth running of the venue.
- To monitor entry into the venue and communicate with other venue staff as

appropriate.

- To receive cash and card payments throughout the duration of the shift. Accurately receipt, cash-up and reconcile all monies received during each shift. Reporting any discrepancies to the Venue Management.
- To ensure that all customers receive a friend welcome at the venue and that any appropriate terms and conditions are communicated.
- To assist the Front of House Manager in ensuring that casual and duty staff are arranged and supported for all events.
- To effectively and efficiently handle all customer enquiries, feedback and complaints and, where appropriate, accurately convey information to the appropriate member(s) of The Exchange management. The role must pay close attention to determining the accuracy and significance of the information being provided by the customer.
- To communicate effectively to the other departments in St Mary's University to ensure smooth functioning of the venue.
- To contribute to the development and advancement of The Exchange and contribute positive ideas towards the successful public engagement of the venue.
- To manage the marketing materials displayed in the venue reception and communal areas ensuring they are well presented and up to date at all times.
- To report any problems with any of the venue's facilities such as toilets, first aid room, bars and cafes.
- Ensure the venue entrance and open areas are kept tidy and clear of any obstacles/hazards.
- To support, when required, other Exchange staff as requested by the venue management.
- To immediately report faults in building, furniture, heating and ventilating plant and mechanical equipment to the Venue management and to regularly follow up on outstanding items.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such other duties as may reasonably be expected. All members of staff are required to be co-operative and flexible in line with the needs of the University.

The job description outlines core activities. Staff are encouraged to develop a wide range of skills and opportunities will be provided to participate in other activities according to the needs of the service and particular individual skills.

	Essential	Desirable
Knowledge and Qualifications		
Minimum Grade C in GCSE level education or equivalent in English.	X	
Accurate typing skills.		X
Ability to prioritise work within guidelines.	X	
Basic numeracy.	X	
1 - 2 years relevant experience in venue box office		X
Experience of customers in a cultural venue		X
Experience of marketing cultural events		X
Skills and Competencies		
Excellent interpersonal and communication skills.	X	
Excellent customer Service Skills.	X	
Ability to work well in a team context and also unsupervised.	X	
Flexible approach to work.	X	
Accuracy and attention to detail.	X	
Professional in appearance and manner.	X	
An interest in arts and cultural events		X