

## WILTSHIRE MUSIC CENTRE TRUST LIMITED

### Box Office and Team Assistant Role Description and Person Specification

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| <b>Status &amp; hours:</b> | Casual part time, shifts agreed on an ad hoc basis                 |
| <b>Accountability:</b>     | Head of Development & Communications                               |
| <b>Location:</b>           | Based at the Wiltshire Music Centre, Ashley Road, Bradford on Avon |
| <b>Rate:</b>               | £7.83 per hour + holidays (full time annual entitlement: 28 days)  |

#### Wiltshire Music Centre

Wiltshire Music Centre (WMC) is an award-winning, 300-seat concert hall in Bradford on Avon, Wiltshire. The Centre attracts world-renowned performers from across the classical, world, jazz and folk genres to present over 160 events a year, involving more than 1,000 professional, community and young musicians, alongside an extensive Creative Learning programme for thousands of children, schools, young people, families and older people in the region.

WMC's vision is to maximise the opportunities for live music to inspire, enrich and transform people's lives. WMC's mission is to be a beacon of excellence and innovation enabling a wide range of people to enjoy and participate in live music across different genres.

WMC's values govern all objectives and activities of the Centre:

- **Excellence:** the highest quality music and musicianship, performance, presentation and participatory experiences are encouraged, nurtured and offered by WMC. Artists, visitors and staff are provided with an inspiring, ambitious and supportive environment.
- **Diversity & inclusion:** WMC's artistic and creative learning programmes embed a rich mix of musical and cultural offerings reflecting and recognising the variety within society, local communities and world traditions. WMC fosters dialogue with the largest possible range of people and is committed to contributing to the social cohesion of the diverse communities it serves.
- **Innovation:** imagination, initiative and inventive thinking are at the heart of WMC's approach to develop original ideas. It encourages cross art collaborations and creates or enhances artistic and participatory value for audience members and the community.

- Access & engagement: WMC provides everyone with an opportunity to actively engage in its activities. It continuously seeks to identify and remove any barrier to access its performances and participation work.
- Partnerships: WMC openly shares, cooperates and collaborates with organisations at all levels to bridge gaps, maximise the use of resources, leverage impact, increase reach and resilience. WMC builds relationships, working practices and communication channels in order to think differently and more ambitiously.

The Centre is a registered charity (no. 1026160) and Arts Council England National Portfolio Organisation. Its Board brings together 11 highly qualified Trustees from various backgrounds; its operational team is composed of 14 staff members, completed with a number of freelance partners and c. 80 volunteers.

In 2018 the Centre celebrates its 20<sup>th</sup> Anniversary with a number of prestigious concerts and special events, as well as an exciting £100,000 fundraising Appeal to take the Centre into its next decade.

## **Overall Purpose of the Role**

The Box Office & Team Assistant provides reception, box office, basic technical, operational and administrative support to the work of the Wiltshire Music Centre Trust (WMC).

The Box Office & Team Assistant assists with the day-to-day running of the Centre by handling all routine operational and administrative matters to provide good customer care and ensure that all events and activities run smoothly. The Box Office & Team Assistant reports to the Head of Development & Communications.

## **Key responsibilities**

1. Deal with general phone or on-the-door enquiries including tickets bookings, handling cash, cheque and credit card sales, issuing tickets, keeping proper records of all transactions and balancing the box office daily in accordance with current procedures and with appropriate customer care.
2. Keep the Centre's computerised box-office database, records and website up-to-date, including inputting of data as required. Provide reports as requested by management.
3. Ensure an exceptional standard of service to all visitors and users, and report any improvement suggestion to the Head of Development & Communications.

4. Support the WMC team in the day-to-day preparation and coordination of events at WMC; welcome Centre users and audience members ensuring the best possible experience for them.
5. Assist with printing and photocopying, including leaflets, posters, flyers and programme books, and help prepare marketing material working with staff and volunteers as necessary.
6. Ensure the Health and Safety of staff and visitors to the Centre, and abide by and enforce all appropriate regulations.
7. Lock the building and set the alarm at the end of the shift / event as appropriate.
8. Carry out any other duty as requested by the Head of Development & Communications or WMC management to run and improve Box Office operations, deliver events or assist service users at WMC.

### **Policies and standards**

The Box Office & Team Assistant ensures full understanding, awareness and application of the various WMC's policies and procedures, in particular with regards to safeguarding of children and vulnerable adults as well as health & safety.

The Box Office & Team Assistant ensures that WMC's standards are consistently met within the Centre and contributes to the continuous improvement of organisation and processes by providing feedback to the Head of Development & Communications.

### **Person specification**

Essential (not in priority order)

- Understanding and appreciation of music as a means of delivering educational benefit in many ways
- Commitment to the work and the values of WMC
- Computer experience using Microsoft Office – Word, Excel, Access, and Outlook Express
- Excellent communication and interpersonal skills, in person, in writing and on the phone
- Customer focused and results orientated
- Rigour and strong organisational skills
- Initiative, flexibility and the ability to work without supervision as well as part of a team
- Open to feedback and new ways of doing things
- Availability and willingness to work flexible hours and undertake training as required
- Enthusiasm, commitment, tact, and a good humoured approach

- Ability to move furniture and equipment as necessary
- An enjoyment of working with the public, volunteers, people of all abilities and young people
- Right to work and live in the UK
- Agreement to an enhanced DBS check

Desirable (not in priority order)

- Previous box office experience and use of PatronBase, Databox and Artifax ( training will be provided as necessary)
- Some experience of working with young people, volunteers and a varied range of stakeholders
- Some experience of working in a public venue and looking after audiences / participants
- A driving licence and use of a car on occasion

*WMC is an equal opportunities employer committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*