

**WILTSHIRE
MUSIC
CENTRE**
BRADFORD ON AVON

BOX OFFICE ASSISTANT (CASUAL) RECRUITMENT PACK

wiltshiremusic.org.uk
Charity No: 1026160



ABOUT US

Our space is unique: we are a 300 seated concert hall in Bradford on Avon in the heart of rural Wiltshire and since we opened in 1997, we've built an enviable reputation as a professional concert hall of exceptional quality, rooted in community participation and involvement.

Our cross-genre music programme runs from classical to jazz, folk and contemporary music, with artists like the Doric String Quartet and the Orchestra of the Age of Enlightenment having close relationships with the Centre. Over the past year, we've welcomed an incredible range of artists to the Centre, including Aurora Orchestra, Penguin Cafe Orchestra, The Breath and Bill Frisell. Learning and music creation happens in every space - music-making opportunities for exceptional young musicians, community groups and our group for disabled young adults brings our space to life every week.

WMC will be changing and growing quickly over the next few years - with exciting developments, new music and artistic changes. It is an exciting time to be involved with Wiltshire Music Centre as the organisation works to become even more relevant, lively and audience and artist focused.





A thriving inclusive space where people gather and connect through a shared love of music - a space for musical discovery, learning, connection and extraordinary listening experiences

THE ROLE

We're offering an opportunity to join our small and vibrant team as Box Office Assistant. This casual part-time role is key to our front of house operations, providing box office, administrative, reception and operations support to the venue.

As a Box Office Assistant, you will be the first point of contact for all visitors, delivering a warm, professional, and customer - focused front -of -house experience. You will ensure high standards of service across a diverse range of enquiries, including ticketing and general information.

Using our CRM and ticketing system (Spektrix), you will help drive ticket sales and provide

essential support across events and daily operations.

The successful candidate will be a confident communicator with strong organisational skills, and the ability to multitask, prioritise, and plan ahead effectively.

This is a great opportunity for someone with previous experience of working with the public in a customer service role who has a natural can -do attitude.

AS BOX OFFICE ASSISTANT, YOU WILL

- ✓ Provide an exceptional front-of-house experience to all visitors ensuring a welcoming and professional environment at all times
 - ✓ Respond effectively and promptly to a wide range of ticketing and customer enquiries, both in-person and via phone or email
 - ✓ Take responsibility for the efficient operation of box office services for a range of cultural, commercial and educational events
 - ✓ Process ticket sales using the Spektrix ticketing system, handling both card and cash transactions, maintaining accurate transaction records, and updating customer and event data as required
 - ✓ Maintain the accuracy of event listings and customer information within the box office system
 - ✓ Promote and upsell WMC's services, products and facilities including pre-show catering, bar options, venue and room hire
 - ✓ Support the upkeep and presentation of the front-of-house area, including restocking brochure stands
 - ✓ Assist with the printing and photocopying of posters, leaflets, flyers, and programmes as needed
 - ✓ Familiarise yourself with the venue's management system (Yesplan) and use it appropriately as part of daily operations
 - ✓ Ensure full compliance with WMC's policies and procedures, including Ticketing Terms & Conditions and Health & Safety regulations
- Carry out any other duty as reasonably requested in assisting artists, customers, participants, service users or delivering events at WMC

IDEAL CANDIDATE PROFILE

ESSENTIAL

- ✓ Excellent administrative and IT skills, including proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- ✓ Experience in delivering excellent customer service, especially in front-facing roles
- ✓ Familiarity with Spektrix or experience with other Box Office / CRM/ venue management systems (training will be provided as necessary)
- ✓ Ability to handle multiple tasks and meet deadlines in a fast-paced environment
- ✓ Sound numeracy skills and confident in handling cash takings
- ✓ Self-motivated and flexible, able to work independently as well as collaboratively within a team

DESIRABLE SKILLS

- ✓ Proven experience working with the public, ideally in a cultural or arts venue setting
- ✓ Strong organisational and time management skills
- ✓ Excellent communication and interpersonal skills
- ✓ Experience of working with young people, schools, community groups, and a range of stakeholders.
- ✓ Experience of working for an arts venue/ charity





“If you hear unusual, or indeed unusually cutting-edge, sounds reverberating through the damp Bradford-on-Avon-air this autumn, don’t worry. It’s just the sound of Wiltshire Music Centre loosening up.” Nearfield Magazine , Sept 2025

ROLE DETAILS/ HOW TO APPLY

Salary: £14.24/hour (includes 12% which is added in lieu of holiday)

Contract: Zero Hours Contract

Working Hours: Shifts vary in length from 3-6 hours and involve evening and weekend work. Typically you may have 2-3 shifts per month but this can increase during busy periods

What we offer: Complimentary tickets for WMC Core Programme performances

Please send your CV and an accompanying cover letter (max. 2 pages) which outlines why you are interested and suitable for this role to:

recruitment@wiltshiremusic.org.uk.

Please include details of two referees.

**For an informal chat about the role, please contact Clare Langrishe,
Director of Communications: clare.langrishe@wiltshiremusic.org.uk**

**CLOSING DATE FOR
APPLICATIONS**

Thursday 16th July, 9am

As an equal opportunities' employer, WMC is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join WMC.

