

BOX OFFICE ASSISTANT



WILTSHIRE
Live **MUSIC**
CENTRE
BRADFORD ON AVON



“Without West of England Youth Orchestra (WEYO), I would absolutely not be at music college, pursuing music as a career... I started ten years ago and the support in the past ten years has been unforgettable.”

Grace White, Clarinet

WELCOME FROM THE CO-DIRECTORS

We're delighted that you're interested in the Box Office Assistant role here at Wiltshire Music Centre (WMC).

It is an incredibly exciting time here at WMC. The leadership team has been recently reinvigorated with our appointment as Artistic and Executive Directors. We are working together with the skilled team to create a new vision for the Centre, where our music, Creative Learning and Community programmes are supercharged: exciting, relevant and reflecting the needs of our communities, artists and audiences.

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, Orchestra of the Age of Enlightenment and Sam Sweeney having close relationships with the Centre. 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 meaning this is an exciting time to join the organisation for someone who is interested in working somewhere fast, dynamic and creative.

We hope that you share our passion for music and music-making. Music, and the arts, are essential – and we want to ensure we're at the heart of our communities for years to come.

We look forward to hearing from you.

Daniel Clark and Sarah Robertson

Artistic Director and
Executive Director

THE ROLE

BOX OFFICE ASSISTANT

ROLE SUMMARY

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.





ROLE SPECIFICATION

- ✓ 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. and organising marketing materials such as brochures and flyer
- ✓ Assist with the printing and photocopying of printed materials, including posters, leaflets, flyers, and programme books as needed
- ✓ Familiarisation 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

PERSON SPECIFICATION

EXPERIENCE

- ✓ 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)
- ✓ Proven experience working with the public, ideally in a cultural or arts venue setting

ESSENTIAL SKILLS

- ✓ Strong organisational and time management skills
- ✓ Excellent communication and interpersonal skills
- ✓ 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

- ✓ Some experience of working with young people, schools, community groups and a varied range of stakeholders
- ✓ Experience of working for an arts venue/charity



POSITION DETAILS

SALARY

£13.68/hour (includes 12% which is added in lieu of

CONTRACT

Zero hours contract

WORKING HOURS

Shifts vary in length from 3-6 hours. The role involves evening and weekend work.

Shift patterns are led by WMC's event schedule and equals around 2-3 shifts per month, this can increase during busy periods

REPORTING TO

Director of Communications

PROBATIONARY PERIOD

Six months

WHAT WE OFFER

Complimentary tickets for WMC core programme performances

The People's Pension – contributions in line with statutory auto-enrolment



HOW TO APPLY & TIMELINE

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 x 2 referees.

For an informal chat about the role, please contact **Clare Langrishe, Director of Communications**

Clare.Langrishe@wiltshiremusic.org.uk

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.

TIMELINE

CLOSING DATE FOR APPLICATIONS

Friday 30th May

INTERVIEWS

W/C 9th June





“Full house and an attentive audience... we greatly enjoyed our time at Wiltshire Music Centre and would very much like to return.”

Bournemouth Symphony
Orchestra

