

Vision Statements

“To Make Neath Port Talbot the Most Active Borough in Wales”

For the delivery of exceptional theatrical, cinematic and participatory experiences

The Post ***Box Office Assistant***

Background

Celtic Leisure (CL), was the first Industrial and Provident Society (IPS) established in Wales to manage leisure facilities. Launched in April 2003, it operates facilities on behalf of Neath Port Talbot County Borough Council, trading on a non-distributing profit basis. The leisure trust manages eight leisure centres including four swimming pools and the Gwyn Hall, employing 200 staff on a permanent basis.

The Post in Context

The Gwyn Hall is a community based venue which will be developed into a regional Arts Centre, which will act as a creative figurehead for arts and culture in Neath and throughout the County Borough.

The Gwyn Hall theatre is situated in the centre of Neath Town and was originally built between 1887 -1889. The Gwyn Hall is one of a number of important buildings that have contributed to the architectural quality of this historic town for over one hundred years.

At the heart of the building is the 393 seat main auditorium with a flexible stage and proscenium arch, superb sightlines and associated backstage facilities. In addition, this space is fitted with Dolby 3D digital cinema and Alternative Live Content equipment enabling us to show live broadcasts such as drama from The National Theatre and Opera from New York Metropolitan.

The studio is located on the first floor and is a multipurpose space to be used for dance, rehearsals, community and conference space as well as a small scale performance space.

The dedicated 73 seat cinema POD which is also on the first floor will screen the latest blockbuster films in the very latest digital 3D and 2D.

The exceptional new facilities at The Gwyn Hall will add vibrancy to the town centre, encourage new visitors, raise civic pride and contribute to the economic regeneration of the historic market town.

Job Description

Job Title: Box Office Assistant

Reporting to: Box Office Manager

Salary: Grade 2

Purpose of Post

The post holder will assist the Box Office Manager and management team in the effective and efficient operation of the box office and front line services for the venue.

The Box Office Assistant will ensure a high level of service is delivered at all times and provide a comprehensive box office facility for the venue.

The Gwyn Hall will programme and promote a cross section of genres including Opera, Jazz, Drama, Music, Cinema and Dance. The venue will also promote conferences, weddings, meetings and a busy participatory programme.

Teamwork and a flexible approach to duties are vital and we are looking for a dedicated person who will be able to work on their own initiative for the diverse and busy programme of events at the venue.

Box Office/Front of House

1. To sell tickets via the computerised ticketing system and provide accurate information to customers by telephone and in person.
2. To enter data and assist in the maintenance of SRO4 and Gladstone booking systems.
3. To provide support to online booking customers as the need arises such as but not limited to adding new customers, resetting passwords and other online requests.
4. To take bookings for all activities, classes and performances in the venue.
5. To enrol customers on courses and workshops in the venue.
6. To handle cash and be responsible for all takings including credit card transactions and reconciling all income taken on shift.
7. To assist the Box Office Manager in producing financial and marketing as required.
8. To assist the Box Office Manager in general systems administration in SRO4.
9. To ensure that all telephone calls are answered promptly, politely and in a professional manner.
10. To assist the Box Office Manager to input and monitor data collection for all activities that take place in the venue.
11. To carry out Social Media marketing for the venue in line with the company Social Media Policy.
12. To assist the Box Office Manager with all marketing activity that takes place in the venue.
13. To deal effectively and efficiently with customer requests and complaints and report to the Duty Manager and Box Office Manager.
14. To provide customer feedback to the management team.
15. To work as part of the weekly rota for any performances as front of house, taking tickets, ensuring fire safety regulations are adhered to and ensuring customer needs are met to a high standard at all times.

16. To operate the venues CCTV and public address system.
17. Encourage a welcoming, enthusiastic and up-beat atmosphere for all patrons of the venue.

Maintenance/Cleaning

1. To carry out maintenance tasks, as appropriate, in the box office and front of house areas.
2. To ensure all areas of work are kept clean and a safe working environment maintained at all times.
3. To carry out the in-house cleaning for the building as part of the weekly rota and ensure all daily, weekly, monthly cleaning schedules are adhered to at all times.

Health and Safety

1. To maintain a good working knowledge of all relevant Health and Safety legislation and good practice in all areas.
2. To help ensure that good working practices are implemented and adhered to with regard to current Health and Safety legislation and The Gwyn Hall Health and Safety policy.
3. To assist the Box Office Manager and Duty Manager in the operation of the venues NOP and EAP, Risk Assessments and ensure these policies are adhered to at all times.
4. To become and remain fully conversant with the theatre's fire and evacuation procedures and the use and location of associated equipment including fire fighting equipment and the fire alarm system.
5. To be able to undertake qualified first aid support as necessary

Staffing

1. To assist in supervising any casual venue staff as and when required.
2. To train venue casual staff in the safe and efficient use of the buildings equipment as and when necessary.
3. To liaise with the Box Office Manager and Duty Manager to plan a rota for the working week to cover the needs of the programme and consult over potential additional working during periods of peak demand.
4. To assist the management team in the operation of the venue.
5. To be responsible for securing cash in the absence of management presence.
6. To undertake such other duties which may be reasonably expected of the post holder commensurate with the salary of the post.