



CITY VARIETIES
MUSIC HALL · LEEDS

The
GRAND
Theatre & Opera House Leeds



Casual Sales and Ticketing Assistant

Purpose of Job

Our busy Box Office team works across both Leeds Grand Theatre and City Varieties Music Hall and provides support to the Hyde Park Picture House team as required (collectively Leeds Heritage Theatres (LHT)).

As Sales and Ticketing Assistant, you will play a pivotal role in delivering the highest possible level of customer service, from liaising with customers over the phone to welcoming them to our venues in person. You will be a brand ambassador and reflect our mission, vision, and values in everything you do.

You will manage ticket sales and enquiries across all channels (in person, by phone and online), and, on occasion, sell tickets on behalf of other venues as agreed with the management team. Your role is integral to generating income, and positively promoting Leeds Heritage Theatres.

Principal Accountabilities

- Following training, to process sales by telephone, post and/or over the counter using our ticketing system Spektrix.
- Accepting payments by various methods and accounting for all transactions undertaken.
- Remaining up to date with all pricing arrangements, discounts, special arrangements, theatres' seating, and performances and being able to give accurate information to customers.
- Working as part of a team to make sure the customer experience is at the forefront of all we do.
- To be a point of information for LHT and all its activities.

Nature and Scope of Role

- To always ensure excellent levels of customer service to all visitors and help deliver a friendly, effective, and efficient Box Office service.
- Dealing with customer queries online (via email), over the phone and in person.
- Process customer data, accurately inputting it into our systems in accordance with our data policy.
- Any other duties commensurate with the post.

Key Relationships

Internal

Box Office

Communications team

House Management and Customer Experience team
Technical team

External

Customers
Visiting Companies
Spektrix (ticketing system)

About you

As a first point of contact for customers, you will be friendly and helpful. You will enjoy speaking to people and provide excellent customer service. An interest in theatre, music, comedy and/or film would be advantageous. You will be confident in using a computer and be happy to speak to customers either in person or over the phone.

Essential attributes

- Commitment to high levels of customer service, with experience of dealing with customers in person, on the telephone and online.
- An ability to remain calm under pressure and handle difficult situations.
- Excellent computer skills, including experience using Microsoft Office and Excel.
- Punctual and reliable.
- Strong numeracy skills.
- Excellent organisational skills and ability to multitask.
- Experience in working independently and as an effective team player.
- Ability to adapt to changing situations and take initiative when required to ensure excellent customer service.

Desirable attributes

- An interest in the arts and culture.
 - Box Office experience.
 - Experience of using Spektrix or something similar.
 - Willingness to be flexible in duties.
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Salary and Benefits

Contract details: Casual

Responsible to: Assistant Sales and Ticketing Manager

Salary: £11.44 per hour

Benefits:

- Generous average salary pension scheme, plus health and sickness benefits
- Regular staff offers and discounts for our own venues and local businesses
- Free to use Employee Assistance Programme that supports your health and wellbeing
- Personnel investment and training

Probation Period: 10 shifts

Notice Period: One month

Hours: Casual role so shifts vary from week to week. However, we would need someone who was available to work evenings and weekends when needed. Shifts are usually 9.30am-2.30pm/3.15pm-8.15pm or 4.45pm-8.15pm. Must be available over our busy Christmas period.