



CITY VARIETIES
MUSIC HALL · LEEDS

the
GRAND
Theatre & Opera House Leeds



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.

As Sales and Ticketing Assistant, you will ensure our customer journey gets off to a great start. Our Box Office team manages ticket sales and enquiries across all channels (in person, by phone, and online). You will play a pivotal role within the team to enable the theatres to operate at the highest possible level of customer service.

You will generate income through ticket sales and positively promoting Leeds Heritage Theatres. You will be part of a customer-facing team, providing a friendly and helpful welcome on behalf of the company. Promoting our brand, reflecting our mission, vision, and values with everything you do.

You will be selling tickets for all performances taking place at Leeds Grand Theatre and City Varieties Music Hall; on occasion, selling tickets on behalf of other venues as agreed with the management team.

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 the pricing arrangements, discounts, special arrangements, theatres, seating, and performances, and be able to give accurate information to customers.

Working as part of a team to ensure the customer experience is at the forefront of all we do.

To be a source of information for Leeds Heritage Theatres 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 following our data policy.

Any other duties commensurate with the post.

Key Relationships

Internal

Box Office
Communications Department
House Management
Technical Team

External

Visiting Companies
Spektrix

Essential attributes

Commitment to high levels of customer service, with experience of dealing with customers in person, on the telephone and online.

Excellent customer service skills and telephone manner.

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, our ticketing system or something similar.

Willingness to be flexible in duties.

Permanent Contract

Responsible to: Assistant Sales and Ticketing Manager

Salary: £12.21 per hour

Holiday Entitlement: 20 days + Bank Holidays

Benefits

Generous average salary pension scheme

Regular staff offers and discounts for our venues and local businesses

Free to use Employee Assistance Programme that supports your health and wellbeing

Flexible working

Probation Period: Six months

Notice Period: One month

Hours: Five days – 30hr per week – a combination of mornings (9.30am-3.30pm) and evenings (2.15pm-8.15pm). Includes Saturday as one of the days.