



## JOB DESCRIPTION

<b>ROLE:</b>	Casual Box Office Assistant
<b>DEPARTMENT:</b>	Sales & Marketing
<b>REPORTS TO:</b>	Box Office Manager
<b>DURATION:</b>	Casual
<b>SALARY</b>	<b>£8.59 per hour</b> <b>(Plus 12.07% to for untaken annual leave entitlement)</b>

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### **Background:**

Belfast Waterfront and Ulster Hall Ltd is a new arm's length company responsible for the operation and commercial growth of the Waterfront and Ulster Hall on behalf of Belfast City Council.

### **Job Purpose:**

Casual workers will be responsible to the Box Office Manager for maximising customer spend at entertainment events through the selling of tickets, packages and added value services and will ensure highest standards of customer care at all times. They will provide administrative support as required including but not limited to database cleansing, analysis of data, use of data in marketing activities and supporting the Client Services Team.

### **Summary of responsibilities & personal duties:**

- To understand and be able to use the Box Office computer system to its full potential and assist in general box office administration.
- To provide a customer ticket sales and information service in person, e-mail, post, minicom (textphone) and by telephone using the box office system including the issuing of tickets, reservations, refunds and exchanges and to aid patrons with special requirements with their bookings, including offering seating advice and to maximise income opportunities.
- To be responsible for handling and security of cash, cheque, voucher, credit and debit card payments relating to personal sales and transactions, including cashing up procedures.
- To provide an information service at the Box Office counter dealing with customer, tourist and client enquiries.
- To assist in running external post reports, preparing and printing all tickets for collection and completing appropriate documentation.
- To maintain the Sales and Marketing files and to assist in the completion of the correct paperwork for: allocation of press tickets, promoters complimentary tickets, staff complimentary tickets, refunds and exchanges for cancelled or rescheduled show, till reconciliation forms and invoice payments.

- As required provide promoters with information and sales figures for their event and assist front of house staff with customer or event related enquiries including but not limited to seating and event signage.
- To ensure compliance with standard operating policies and procedures for Box Office operations.
- To understand and be able to use the VEM's.
- To ensure the highest level of professionalism and customer care in the delivery of the services within the control of the post.
- To deal with customer complaints in accordance with the BWUH's complaints procedure.
- To assist in maintaining good public relations and actively promoting the BWUH's image and facilities.
- To undertake such other relevant duties as may from time to time be required.

### **Person Specification:**

Applicants must, as at the closing date for receipt of application forms:

- have five GCSE's (Grades A-C) including English or equivalent qualifications; and
- have at least two year's relevant experience, gained in the workplace of:
  - (i) working in a customer facing environment dealing with members of the public; and
  - (ii) cash handling and dealing with confidential information

In addition, the short listing panel reserves the right to shortlist only those candidates who:

- (iii) in the first instance have two years' relevant experience of working with computerised ticketing systems; and
- (iv) in the second instance, have a third level qualification in a relevant subject

### **Special Skills & Attributes:**

Applicants must be able to demonstrate the following competencies which will be tested at interview:

- **Communication skills:** the ability to listen to and give clear instruction and operational information to team members and the ability to complete standard forms clearly and provide responses to complaints.
- **Customer care skills:** the ability to deal diplomatically and sensitively with difficult situations face to face and on telephone with colleagues, customers, clients and members of the public and to resolve customer complaints satisfactorily.
- **Organisational and decision making skills:** the ability to plan daily workload taking account of the venues' priorities and work in an organised, methodical manner and make operational decisions and resolve problems to achieve satisfactory outcomes.
- **Team working skills:** the ability to work as an effective team member and on your own initiative and contribute to success of the team and achievement of team objectives.

- **Health and safety skills:** an awareness of health and safety legislation and the ability to deal effectively with health and safety issues within a busy conference facility, as appropriate to the role.

### **Selection Process:**

#### **To Apply**

To apply for this post, please send completed application form and monitoring form to [hrinbox@waterfront.co.uk](mailto:hrinbox@waterfront.co.uk) or posted to HR Team, Ulster Hall, 34 Bedford Street, Belfast BT2 7FF.

Closing date for applications is **Monday 14 August 2017 at 12.00pm.**

Please note that it is the applicants' responsibility to ensure that his or her application and monitoring form are submitted by this closing date and time.

#### **Short-listing, testing and interview dates**

It is envisaged that the short-listing will take place on Tuesday 15 August 2017, and that Interviews will be held week commencing 21 August 2017. Belfast Waterfront & Ulster Hall will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.