

# Lyric

BOX OFFICE ASSISTANT



## INTRODUCTION

The Lyric Hammersmith is one of the UK's leading producing theatres. For more than 120 years it has been responsible for creating some of the UK's most ground-breaking and acclaimed theatrical productions. At the same time it has gained a national reputation for its work with children and young people and creates pathways into the arts for young talent from all backgrounds, helping to diversify our industry. The Lyric's dual commitment to producing the highest quality contemporary theatre, alongside nurturing the creativity of young people, is what makes it unique within the theatre ecology of the UK. It has one of the youngest audiences of any theatre in the country and is a place where some of the UK's finest actors and theatre-makers work side-by-side with some of the most diverse or disadvantaged young people in London. It is a local theatre rooted in its community with a national and international reputation for the quality and innovation of its artistic work.

## OUR MISSION

The Lyric Hammersmith produces work that is provocative, entertaining, popular, eclectic, messy, contradictory and diverse.

We work with the best theatre artists around and champion the next generation, nurturing young talent from all backgrounds.

We strive to be at the heart of our community  
whilst being internationally recognised

We lurch wildly between high art and populism – hopefully achieving  
both at the same time

Beautiful theatre. Cheap tickets. Environmentally friendly.

Hammersmith and proud!

## THE LYRIC: PAST, PRESENT & FUTURE

The Lyric is located in central Hammersmith in the London Borough of Hammersmith & Fulham, two minutes from Hammersmith tube and bus stations.

The theatre has an extraordinary history. It was designed by the world-renowned Victorian theatre architect, Frank Matcham, and originally opened in 1895 on a different site from the one it stands on today. In 1972, the original building was scheduled for demolition to make way for a new shopping and housing complex. There was a huge public outcry and, at the final hour, the local council saved the theatre by instructing that the Lyric could only be pulled down by the developers if Matcham's exquisite plasterwork was preserved and recreated in a new theatre above the Kings Mall Shopping Centre. The new Lyric Hammersmith was officially opened in 1979 by the Queen. The Matcham plasterwork had been painstakingly reconstructed in a new Victorian-style 550 seat auditorium and a modern black-box 110 seat studio was added to the building at the same time.

In 2004, the Lyric was redeveloped again with funding from the National Lottery and a public fundraising appeal. The £2m project was designed by the internationally acclaimed architect, Rick Mather. The entrance of the theatre was relocated from King Street to Lyric Square and a box office, street-level café, rehearsal room and education space were added within a new extension.

In April 2015 the theatre entered a new and exciting phase of its history. After nearly a decade of planning, fundraising and building, we opened the doors to a new Lyric, again designed by

Rick Mather Architects, including a major extension. The new Reuben Foundation Wing added two floors of facilities to expand the Lyric's work with young people, emerging and professional artists. It includes:

- A new rehearsal space the size of the main house stage with a stage-management office
- A dance studio with a sprung floor and full height mirrors
- A film and TV studio and editing suite equipped with a 'green screen' and professional camera and editing equipment
- A 50 seat cinema
- A recording studio and a suite of small- and medium-sized music practice rooms
- A digital play space
- A sensory space for disabled children
- New and expanded set and wardrobe workshops
- New staff offices

Externally the building was re-rendered and a nine metre high neon sculpture designed by the artist David Batchelor, which is based on plasterwork detail from the Victorian auditorium, was installed on the East Elevation. Internally the existing building was also refurbished including the redesign of the theatre's café and bar and installation of new environmentally friendly heating and lighting systems as well as a green sedum roof.

In Summer 2018 the Lyric completed a refurbishment of both its main house auditorium and studio theatre.

The Lyric has a proven commitment to environmental sustainability and in 2019 became the first theatre venue in the UK to announce it has been awarded the maximum five stars under the Julie's Bicycle Creative Green Certification Scheme. The new building was awarded a BREEAM rating of 'Excellent' – the Government's kitemark for sustainability in new and refurbished buildings.

In February 2019 Rachel O'Riordan took up post as the Lyric's new Artistic Director. Her first season opens in September 2019.

## LYRIC GOVERNANCE, STAFFING AND FINANCES

The Lyric is a registered charity and a company limited by guarantee. We are overseen by a non-executive Board of Directors chaired by Lisa Burger. The Board delegate day-to-day management of the theatre to its Executive Team: Sian Alexander (Executive Director, Joint CEO and Company Secretary) and Rachel O'Riordan (Artistic Director and Joint CEO). We have a talented and dedicated team of around 50 permanent staff, and employ numerous freelance artists, practitioners and casual staff, as well as operating a substantial apprenticeship scheme.

The Lyric aims to create a programme of work that is artistically adventurous and ambitious but also financially sensible and sustainable. We have an annual turnover of approximately £5-6m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Hammersmith & Fulham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

## BOX OFFICE ASSISTANT JOB DESCRIPTION

<b>RESPONSIBLE TO:</b>	Box Office Manager
<b>CONTRACT:</b>	Permanent and full time
<b>SALARY:</b>	£21,000
<b>HOURS:</b>	<p>The post holder will be expected to fulfil the hours required to do the job, including some evening and weekend work, but is not expected to work more than an average of 48 hours per week across the year in line with the Working Time Regulations.</p> <p>We welcome conversations around flexible working and job shares.</p>
<b>HOLIDAY:</b>	28 days per annum inclusive of public holidays, with an additional day added for each year of service, up to a maximum of 33 days.
<b>NOTICE PERIOD:</b>	Two months
<b>PROBATIONARY PERIOD:</b>	Six months
<b>PENSION:</b>	Up to 3% matched pension contribution after qualifying period.
<b>OTHER BENEFITS INCLUDE:</b>	Season ticket loans, Childcare Vouchers, Cycle to Work Scheme, Staff Ticket Scheme for complimentary and discounted theatre tickets, and staff catering discounts

## MAIN PURPOSE OF THE POSITION

To provide an exceptional level of customer service to all Lyric patrons, visitors and staff and being an ambassador for the Lyric Hammersmith.

## PRINCIPAL DUTIES

### Sales

- To actively work towards and exceed sales targets for all Lyric shows
- To promote and encourage sales as an experience for audiences
- To carry out daily, weekly and monthly duties as set by the Box Office Manager and Deputy Box Office Manager
- To actively promote and support Lyric shows
- To actively promote Young Lyric membership and activities delivered by the Lyric and its creative partner organisations, maintaining a good knowledge of the classes and schedule in the building.
- To ensure effective, accurate and efficient sales to customers in person, over the phone, by e-mail and in the post, using the Lyric's computerised ticketing system, Spektrix.
- To process groups and schools bookings and reservations including raising invoices as required.
- To process ticket agent bookings as required.

- To remain fully up-to-date with all Box Office policies, special offers and related procedures.
- To record accurate marketing information on our customers at point-of-sale and understand the importance of data collection ensuring it is line with ICO regulations.
- To field enquiries or complaints from customers effectively, passing them on to the relevant department.
- To prepare for incoming audiences prior to performances, ensuring that the batch ticket print is completed in a timely fashion.
- To actively promote fundraising initiatives including 'Play Your Part' donations which support the Lyric's work with young people.
- To actively promote ancillary item initiatives to customers including programmes and pre-show meals.
- To actively promote Access performances to customers and capture accurate access information, to add to the Lyric's mailing list for future performances.
- To actively promote the Lyric Friends and Individual Supporters' schemes and remain fully up-to-date with ticket offers available, ensuring discounts and benefits are correctly applied.
- To regularly check and clean customer records for errors and duplications, ensuring they are accurate and up-to-date.
- To maintain the Box Office floats including opening and closing, accurately processing payments on the ticketing system, and communicating any discrepancies to Box Office management.
- To troubleshoot technical and equipment issues, and ensuring business critical issues are immediately escalated to the Lyric's IT support providers, Cloud 4, and to Senior Management.
- To communicate any problems or queries to the Box Office Manager, Deputy Box Office Manager, Duty Managers or the Director of Communication and Sales.
- To act as a brand guardian at all times, ensuring the public areas are well presented in terms of cleanliness and maintenance.

### **Reception**

- To act as a point of contact for deliveries, enquiries and visitors to the Lyric.
- To take and pass on messages for staff and partner organisations, and inform colleagues when their visitors arrive.
- To manage the signing in/out procedure for all staff and users of the Lyric.
- To take an active role in fire and evacuation procedures and monitor the fire alarm panel and other alarm systems such as lift and panic alarms.
- To comply with the Lyric's health and safety policy which may include providing assistance with evacuation procedures or building searches in the event of an emergency.

### **General Duties**

- To liaise and co-operate with all venue staff, incoming companies and staff associated with the staging of Lyric productions.
- To attend performances of each Lyric production in order to respond to customer queries about our shows.
- To attend departmental/company meetings and training sessions, which may take place outside normal working hours.
- To ensure (along with other department personnel) that all public areas, and the sales area in particular, are kept clean, presentable and safe at all times.
- To ensure that duties are handed over to a colleague whenever the job holder has to leave the position or finishes their shift.
- To be an active and supportive member of Lyric staff.
- To actively engage with and contribute to the Lyric's green policy and action plan.

- To carry out any other duties that may arise to fulfil the main objectives of the post and the aims of the Lyric.

This job description is a guide to the nature of the work required of the Box Office Assistant. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as required.

## PERSON SPECIFICATION

### Essential

- Experience of working with the general public in person and/or over the telephone in a customer service environment.
- An ability to communicate with people from a range of backgrounds.
- Strong team working skills.
- The ability to work well under pressure.
- Excellent skills in organisation, problem solving and prioritisation.
- Availability to work evening and weekend shifts on a weekly rota basis. Shift patterns tend to be 8am until the end of the show.
- Good degree of numeracy with experience of cash handling and reconciliation.
- Strong IT skills, with a good working knowledge of Microsoft Word and Excel.
- A tactful and friendly manner.
- Confident and outgoing, with the ability to promote the Lyric's services to customers.
- A commitment to providing excellent customer service.

### Desirable

- Experience of working in a Box Office environment.
- Experience of using a computerised ticketing system, particularly Spektrix.
- Experience of working in a producing theatre or similar environment.

## HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink.
- Write a **covering letter** (no longer than two sides of A4) explaining why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form, covering letter** and **equal opportunities monitoring form** by email to [lyricjobs@lyric.co.uk](mailto:lyricjobs@lyric.co.uk) or by post to Chrissy Angus, Lyric Hammersmith, King Street, London W6 0QL.
- **Do not submit CVs, as these are not accepted.**

The deadline for receipt of completed applications is: **Monday 23 September 2019 at 10am.** We look forward to receiving your application and thank you for your interest in the Lyric Hammersmith.

## GUIDANCE

Please read the person specification and job description carefully before starting your application and ensure that you meet all the essential criteria. Only relevant information will

be considered when shortlisting applicants for interview. Your application will be kept on file for a maximum of 12 months and then destroyed.

## INTERVIEW PROCESS

It is intended that initial interviews will take place on either **Friday 27 September** and the second round interview will take place on either **Monday 30 September 2019** or **Tuesday 01 October 2019**.

## EQUAL OPPORTUNITIES

The Lyric values and promotes diversity and is committed to equality and opportunity for all. All employees are required to comply with and actively promote our Equality policy, and no job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, gender, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith is proud to be a Disability Confident Committed Employer and an official Partner of Parents in Performing Arts (PiPA).



## ACCESS

If you would like to submit your application form and covering letter in another format we would be happy to accommodate this. Please contact the Administration department on 020 8741 6822 option 2 or [jobs@lyric.co.uk](mailto:jobs@lyric.co.uk) to discuss a suitable alternative.

The Lyric Hammersmith has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. Please complete the Application Statement to help us with this. Please also state on the form if you have any access requirements for interview, or contact the Administration team to discuss.

## APPOINTMENTS

In line with the Lyric's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) disclosure. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Lyric will not discriminate unfairly against any convictions or other information revealed.

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.