



BOX OFFICE ASSISTANT - CASUAL



School Girls: Or the African Mean Girls Play
Photo by Manuel Harlan



Accidental Death of An Anarchist
Photo by Helen Murray



Iphigenia in Splott
Photo by Jennifer McCord

We are the Lyric Hammersmith Theatre. We are the civic and creative heart of West London. We believe that everyone deserves to experience the life changing impact of theatre.

In our big, beautiful theatre, we tell stories that matter and work with exceptional talent to make ambitious, entertaining, inspiring shows for our audience in West London and beyond.

We remove barriers to engagement and ensure young people have the opportunity to discover the power of their creativity, shaping the future of British theatre.

We are inclusive, forward looking and unafraid of change – we are proud of our history and ambitious for our future. A local theatre with a national impact.

LYRIC VALUES

Work with integrity and respect

We support each other with kindness, openness and integrity. Together we celebrate our achievements and work collaboratively through our challenges.

Every day we learn and grow

We continue to ask questions, seek answers and share our learning with each other for the benefit of the Lyric.

Be ambitious and action-focused

We believe in excellence; we have a can do attitude, go the extra mile and ensure our ideas become actions.

Serve our West London community

We are here for the people of West London, every decision we make and action we take should benefit our community.

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form** by email to jobs@lyric.co.uk and complete an **online equal opportunities monitoring form**: <https://lyric.co.uk/equal-opportunities-form/>
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **12:00pm on 04 October 2024**
First interviews will be held on **w/c 07 October 2024**

If you would like to submit your application in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact the Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative. (Between 10:00am – 5:00pm, Monday– Friday)

DESCRIPTION FOR THE POST OF BOX OFFICE ASSISTANT (CASUAL)

Responsible to:	Box Office Manager
Contract:	Casual
Salary:	£13.57per hour
Hours/Days:	Rotas will be drawn up in advance, based on the postholder's availability and venue's requirements. Hours can include early mornings, late evening, weekends and over the Christmas period. Minimum shift length of 3.5 hours.
Holiday:	The Lyric implements 'rolled up holiday pay'. This means that every time you are paid you will automatically receive holiday pay as a percentage of your pay for the hours worked, and it will be shown as a separate line on your payslip.
Notice period:	1 week
Other benefits include:	Employee Assistance Programme, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

DEPARTMENT INFORMATION

The Communications & Sales team is led by the Director of Communications and Sales and comprises of:

- Director of Communications and Sales
- Head of Campaigns
- Marketing Manager
- Press & Marketing Assistant
- Box Office Manager
- Box Office Assistant (two part-time posts)
- Box Office Assistant (casual staff) – this role

MAIN PURPOSE OF POSITION

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

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
- 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 relaxed, chilled, BSL, audio-described and captioned 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 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, Duty Managers or the Director of Communication & Sales
- To undertake relevant GDPR training and maintain best-practice when handling customer data
- 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 Box Office 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

GENERAL DUTIES

- Regularly attend Lyric Hammersmith Theatre shows and projects including press nights, Young Lyric and development events.
- Attending internal and external meetings as required.
- To adhere to the Lyric's Equality, Diversity and Inclusion Policy, Anti-Racism Strategy, Health & Safety Policy and any other policies or plans the Lyric may introduce in the future.
- Work at all times in accordance with the Lyric's Environmental Sustainability and Action Plan and proactively develop and encourage environmentally sustainable practice.

- To take an active role in your continuing professional development, identifying relevant training and professional development opportunities
- To act always in the best interests of the Lyric Hammersmith Theatre
- To undertake any other duties as agreed with the Box Office Manager as is appropriate to the post

This job description is a guide to the nature of the work required of this role. It is not wholly comprehensive or restrictive and may be reviewed as required.

PERSON SPECIFICATION

Essential

- Availability to work evenings, weekends and shifts during the Christmas period. Shift patterns tend to be either 8 hours or 4 hours, with Box Office standard opening hours being from 9am to 9pm, or later depending on the performance.
- 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
- Excellent skills in organisation, problem solving and prioritisation
- Good degree of numeracy with experience of cash handling and reconciliation
- Strong IT skills, with a good working knowledge of Microsoft Word and Excel
- 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

EQUALITY & DIVERSITY

The Lyric values and promotes diversity and is committed to equality and opportunity for all. We are working actively to be an anti-racist organisation. Everyone who works with us is required to comply with and actively promote our Equality, Diversity and Inclusion Policy, and no job applicant or member of our workforce will receive less favourable treatment on the grounds of age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

The Lyric Hammersmith Theatre has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. 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 Theatre is proud to be a Disability Confident Committed Employer and supports parents and carers working in theatre.

APPOINTMENTS

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and are subject to an enhanced or standard Disclosure and Barring Service (DBS) disclosure.

LYRIC CONTACT DETAILS

If you have any questions about this role, you can contact the Lyric's Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk. (Between 10:00am – 5:00pm, Monday-Friday)

We look forward to receiving your application.