



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Darlington Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date, as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Box Office and Sales Assistant

Vacancy ID: 007585

Salary: £16,491 - £17,072 Annually

Closing Date: 04/06/2017

Benefits & Grade

Grade H

Contract Details

2 posts, Permanent

Contract Hours

37 hours per week

Interview Date

21/06/2017

Job Description

Darlington Hippodrome is a 1000 seat, Grade II listed Edwardian theatre. It is owned and operated by Darlington Borough Council and is at the heart of Darlington's cultural offer and its sense of community.

Are you looking to work in an exciting and stimulating environment? We are looking for someone with excellent customer service and sales experience, covering call handling, along with numeracy and literacy skills as you will be dealing with customers both on the telephone and face-to-face. You will be part of a hardworking dedicated team, who are responsible for providing a high level of service to customers whilst maximising sales and audience attendance.

The post holder will be required to work across multiple venues with a flexible approach to the role as they may be required to cover in the café and to operate the stage door. This customer facing/sales role means that you will be one of the first points of contact of the customer journey, creating the first top class welcome to Darlington Hippodrome

Hours of duty will be on a rota basis covering from 8am until 10pm seven days a week. We are looking for candidates that are able to work flexibly over a variety of shifts.

As you will be working in a licensed environment, you should be aged 18 years or over.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Sue Wilson, Marketing Manager, on 01325 405508.

An online application form and further information are available from www.darlington.gov.uk/job-vacancies. Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email: recruitment@xentrall.org.uk

DARLINGTON BOROUGH COUNCIL
NEIGHBOURHOOD SERVICES & RESOURCES

JOB DESCRIPTION

<u>POST TITLE :</u>	Box Office and Sales Assistant
<u>GRADE :</u>	H
<u>JOB EVALUATION NO.</u>	E3407
<u>REPORTING RELATIONSHIP</u>	Box Office Manager
<u>JOB PURPOSE :</u>	To provide an efficient and welcoming ticket sales and information service to the public.
<u>POST NO.</u>	D13811 & D13812
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. Positively promote the venue, all productions and proactively sell tickets, encourage secondary spend enabling targets and deadlines to be met.
2. Respond to telephone, postal and personal enquiries about performances and activities.
3. To drive sales through actively promote offers, to up-sell and cross-sell shows.
4. Provide a high professional customer service.
5. Deal with the reservation and sale of tickets, gift vouchers, memberships, donations and associated items, using a computerised ticketing system and telephone system as required.
6. Collect and update information for mailing lists especially e-data and assist with mailings.
7. Follow established procedures to ensure the security and confidentiality of cash, cheque, credit and debit card transactions and computer data.
8. Take responsibility for the presentation of working areas, including a daily check and update displays of leaflets and posters.
9. Maintain the system for recording receipt and despatch of lost property.
10. Resolve any problems or queries or refer them to a senior member of staff as required.
11. Record and communicate customer feedback and deal with customer complaints, escalating where necessary.
12. To be flexible to work across the Theatre site as required, including staffing of stage door and the preparation and service of beverages and food to the customers as and when required.

13. To be aware of emergency procedures, and to assist in the control of evacuation in the event of an emergency.
14. Undertake any other duties relevant to the grade including work at other locations as required.
15. Have and maintain excellent product knowledge and knowledge of events/activities taking place in the venue.
16. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
17. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re conflicts of interest, gifts, hospitality and other matters covered by the Code.
18. Carry out your role in line with the Council's Equality agenda.
19. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
20. Any other duties of a similar nature related to this post that may be required from time-to-time.

This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: May 2017

DARLINGTON BOROUGH COUNCIL**PERSON SPECIFICATION****NEIGHBOURHOOD SERVICES & RESOURCES****BOX OFFICE AND SALES ASSISTANT****POST NO – D13811 & D13812**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	4 GCSE's (A-C) or equivalent including English		D
2	Customer service qualification		D
3	Basic food hygiene certificate		D
4	First Aid qualification		D
	Experience & Knowledge		
5	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	E	
6	Experience of working in a Customer Service environment	E	
7	Sales experience and knowledge of sales techniques.	E	
8	Experience of working in an arts or cultural environment		D
9	Knowledge of Data Protection		D
10	Previous catering experience		D
11	Experience of operating Spektrix or other computerised box office systems		D
12	Previous telesales experience		D
	Skills		
13	Ability to communicate and interact both orally and in writing to a range of audiences.	E	
14	Accurate cash handling skills	E	
15	Ability to work on own initiative or as part of a team	E	
16	Ability to work effectively under pressure and to tight deadlines	E	

17	Ability to apply accurate literacy and numeracy skills to the duties of the post	E	
18	Ability to work to a high degree of accuracy with attention to detail	E	
19	Demonstrable organisational skills and ability to multi task.	E	
20	Able to deal confidently with members of the public, colleagues, members and external organisations		D
21	Ability to cope with confrontational situations		D
Personal Attributes			
22	A demonstrable interest in theatre and arts		D
Special Requirements			
23	A flexible approach to working time arrangements to meet business requirements, including evenings, weekends and bank holidays.	E	
24	Ability to wear the uniform provided as required and provide a clean, presentable and professional image at all times	E	
25	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

Part time applications

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

Payment of Wages and Salaries

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.