



Application Information

Dear Applicant

Thank you for your interest in the position of **Box Office Team Member** with Nuffield Southampton Theatres (NST).

To apply you will need to complete an application form and equal opportunities monitoring form which can be found on the NST website. When doing so, please follow these instructions:

- Please ensure you complete all parts of the application form as fully as possible.
- In the *supporting information* statement of the application form, please include why you are interested in this post and what skills and experience you will bring to the role from present and previous experience.
- Your application must be emailed to NST application should be emailed to Alison Thurley alison.thurley@nstheatres.co.uk by **no later than Midday on Monday 19th February 2018**
- We are happy to accept applications in alternative formats from applicants who, for reasons of disability, may find it difficult to fill in our standard forms. If you wish to submit such an application please make sure you provide answers to all of the questions asked. We are happy to supply these in an alternative format if required.

Interviews will take place at NST City, Above Bar Street, Southampton, SO14 7DU on Friday 23rd February 2018.

Many thanks for your interest in NST.

Yours faithfully

Caroline Routh
Executive Director
NST

Information about Nuffield Southampton Theatres (NST)

Set up as an independent trust in 1982, NST is a producing theatre company based in Southampton. It is an Arts Council England National Portfolio Organisation and is also funded by Southampton City Council, Hampshire County Council and the University of Southampton.

NST produces and presents work in a range of spaces, commissions, develops professional talent, tours, collaborates nationally and internationally and offers a comprehensive range of educational and participatory activities.

In May 2013 Sam Hodges was appointed Director and Chief Executive. His first two seasons have included *The Nutcracker* (directed by Blanche McIntyre); Caryl Churchill's *A Number* (directed by Mike Longhurst and designed by Tom Scutt) which transferred to the Young Vic Theatre in London in the summer of 2015; the installation of 450 seat pop-up theatre, NST Playing Field, to celebrate NST's 50th birthday and host a summer festival of new work; and the world premiere of an adaptation of the Coen Brothers film *The Hudsucker Proxy*. Forthcoming productions include a new adaptation of Roald Dahl's *Fantastic Mr Fox* which will transfer to the Lyric Hammersmith before going on a national tour, and a radical new version of *Pygmalion*.

NST is an active collaborator and commissioner with other arts organisations, locally, nationally and internationally - a practice which has established a dynamic artistic network and body of work for the company and its audiences. NST co-produced with Northern Stage, Peepolykus, Nottingham Playhouse, Bristol Old Vic and Curve Leicester in 2016 and will co-produce with West Yorkshire Playhouse, Headlong and Royal & Derngate, Northampton in 2017. High quality touring work (recent companies include Kneehigh, Filter, Gecko, and Royal Court) make up a programme which also includes a regular comedy strand, a growing emphasis on work for children, and a commitment to festivals to celebrate particular themes and art-forms.

In January 2015 NST was named Regional Theatre of the Year 2015 in the Stage Awards. And in 2017 NST takes on the running of NST City – the north building within Southampton's new city centre arts venue known as Studio 144 – whilst continuing to run NST Campus, its existing 490 seater theatre based at the University of Southampton. NST City houses a 447 seat main house theatre, a 138 seat studio, screening facilities, rehearsal and education spaces and a café bar and bistro. NST will also take a strategic lead role in co-ordinating creative partnerships within the complex and the city and working closely with the John Hansard Gallery and City Eye who will be resident in the adjacent south building.

Nuffield aims to be a major cultural force for Southampton offering the highest quality opportunities for the widest possible range of audiences and participants; providing an essential home to support artistic practice for the region; and playing a key role in championing the value of culture locally. Both of Nuffield's sites will be core to delivering this integrated programme: its campus base at Nuffield Theatre, where it will work in an increasingly strategic partnership with the University of Southampton; and its new city centre base, which will be an anchor and hub for the city's burgeoning Cultural Quarter.

NUFFIELD SOUTHAMPTON THEATRES (NST)

JOB DESCRIPTION: BOX OFFICE TEAM MEMBER

Responsible to: **Box Office Manager, Box Office Supervisor(s)**

Responsible for: Not applicable

POSITION SUMMARY

Box Office Team Members support the Box Office Manager in maintaining the smooth running of a busy Box Office which sits at the heart of the theatre's Development & Communications team. The successful candidate will be an enthusiastic team player who is able to demonstrate a strong commitment to customer care and an outstanding level of IT literacy.

Key Responsibilities:

- Operating the cloud-based box office system Spektrix to sell tickets, memberships, merchandise & other listed items and to encourage bookers to opt-in to email and postal permissions.
- Answering the telephone with polite manner to deal with ticket sales and general enquiries.
- Taking face-to-face bookings from customers at the counter.
- Dealing with financial transactions accurately and understanding all payment methods, including cash, cheque and credit card sales, and payments with Theatre Tokens
- Balancing takings against the Spektrix cashier report at the end of the shift
- Maintaining knowledge of all productions and being able to talk confidently about them to customers
- Attending productions during a season to help understand visitor experience.
- Working closely with the Communications and Development Department to ensure campaigns are carried out promptly
- Ensuring full compliance with the Data Protection Act in all areas of work
- Keeping flyers up-to-date and stocked up on the racks in the foyer as well as on the Box Office front desk
- Making sure that the Box Office is kept tidy and organised
- Assisting other departments as deemed necessary, under the direction of the Box Office Manager
- Other reasonable duties which the Box Office Manager deems necessary to the successful, profitable and efficient operation of the Box Office and/or Nuffield as a whole.
- From time to time (particularly at weekends), Team Members may be required to lock and/or alarm the Box Office. Full training will be given in advance of doing this. Regular keyholding is not a requirement of this post.

PERSON SPECIFICATION

ESSENTIAL SKILLS AND EXPERIENCE

- Proven experience of working in a customer facing environment.
- Proven experience of delivering outstanding customer service and going 'the extra mile' to develop customer relationships
- IT literacy, including being a competent user of Microsoft Office and Outlook

- Excellent communication skills (both written and verbal), with the ability to communicate effectively with people from all backgrounds

ESSENTIAL QUALITIES

- Enthusiasm for the role
- Excellent organisational skills and attention to detail
- An enthusiasm for and knowledge of theatre and the performing arts
- Willingness to work flexible hours, including evening and weekend work
- Empathy with the goals and philosophy of Nuffield
- To be a supportive and compassionate team player, able to empathise with customers and other staff
- An open-mindedness to change and a willingness to suggest new ideas and strategies which will assist with the continued development of the department

About role statements

As Nuffield evolves to meet the changing needs of a producing company the roles required of all its staff will evolve. As such staff should note that this document is not intended to represent the role that the incumbent will perform in perpetuity. This role statement is intended to provide an overall view of the role as at the date of this statement.

TERMS AND CONDITIONS:

Remuneration and Hours

Salary: £7.50 per hour.

Hours: This is a casual position. Employees are neither guaranteed nor obliged to work a minimum number of hours each week. The position is shift-based, with shifts of various lengths (usually) between the hours of 10.00am and 8.00pm. This position will include evening and weekend work.

Holiday: Holiday pay will be paid at intervals throughout the year.

Pension: Details TBC.

Other benefits: University Car Parking loan, theatre tickets, training and development opportunities.

Location: This position is currently based at the Nuffield Theatre, University Road, Southampton SO17 1TR but with the taking on of the management of Studio 144, in the Guildhall Square, this will alter with role holders as minimum needing to attend meetings at both locations.

Probation: This appointment is subject to a minimum one-month probation period.

Notice Period: One week (Preferred, not statutory)