

Nottingham Playhouse

Recruitment Pack
BOX OFFICE ASSISTANT (part time)

August 2019



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Nottingham
City Council

BOX OFFICE ASSISTANT (part time) August 2019

Thank you for your interest in the post of **Box Office Assistant (part time)** at Nottingham Playhouse.

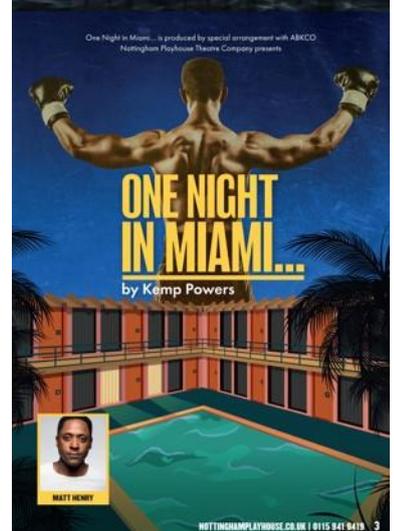
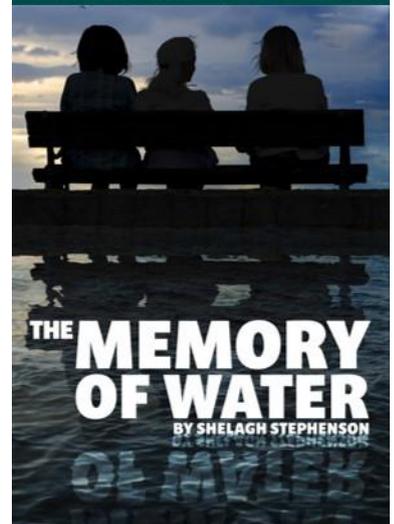
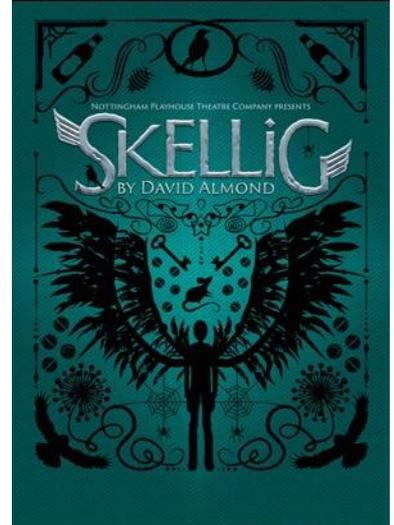
Nottingham Playhouse is seeking a part-time, 21 hours per week, Box Office Assistant to join the busy Box Office sales team.

We are seeking a confident, friendly individual with sales experience who has a commitment to, and the ability to deliver, the highest level of customer care.

In this pack you will find

- Information about Nottingham Playhouse
- Job Description
- Person Specification
- Terms and Conditions
- Equal Opportunities / Access Information
- How to Apply

For further information about Nottingham Playhouse, please see our website www.nottinghamplayhouse.co.uk



ABOUT NOTTINGHAM PLAYHOUSE

Nottingham Playhouse is one of the UK's most prestigious producing theatres. Our main activities include:

- the making and staging of theatre productions for presentation in Nottingham
- presenting visiting productions in the theatre and studio theatre
- a wide range of participation activities with all sectors of the community such as, youth theatres, SHINE, Playhouse Ensemble, Encore, workshops
- large scale community projects
- touring our theatre productions, mid and small scale, locally, nationally and internationally
- supporting new writing

This is an exciting period of change under Artistic Director, Adam Penford, and Chief Executive, Stephanie Sirr, as we mount more varied and ambitious productions, attracting a host of high-profile performers and creatives, garnering increased media attention and commercial interest.

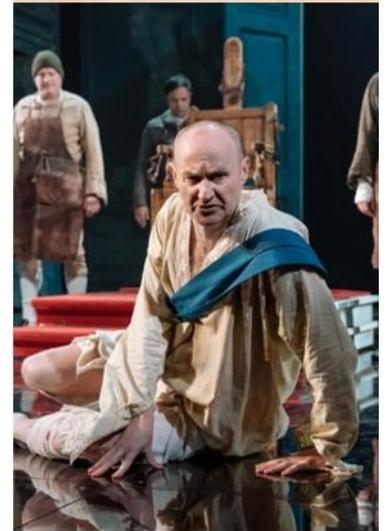
Nottingham Playhouse is an Arts Council England National Portfolio Organisation and receives grant income from Nottingham City Council.

Nottingham Playhouse Trust Ltd is a registered charity and a company limited by guarantee. The Company was established in 1948 and moved into our current premises in Wellington Circus in 1963.

Nottingham Playhouse comprises

- the Theatre Auditorium, seating up to 750
- the Neville Studio, a flexible space, seating up to 100
- the Ustinov Room, a flexible meeting space
- Understudy Studio, a flexible meeting/workshop space
- Playhouse Bar and Kitchen.

The building has grade II* listed building status and is home to Anish Kapoor's *Sky Mirror*.



Nottingham Playhouse is a founder member of Ramps on the Moon, a member of PIPA (Parents and Carers in Performing Arts), is a Family Friendly theatre and is signed up to the Time To Change employer pledge. We are committed to the UK Theatre/SOLT Ten Principles to encourage safer and even more supportive working practices in theatre and have signed up to the Old Vic Guardians initiative. We are working towards becoming a Theatre of Sanctuary.

VISION, MISSION AND VALUES

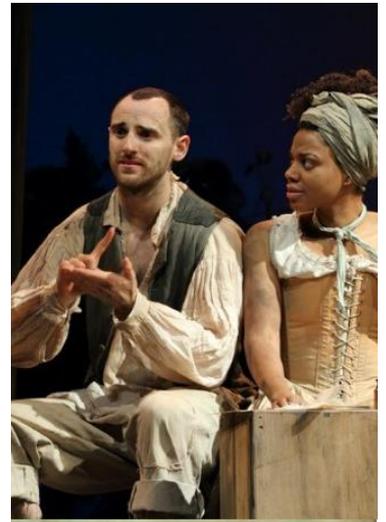
Our vision is high quality art that is truly accessible and representative of both our heritage and our rich diversity. We aim to be a nationally recognised destination theatre, a producer of “must see” work and a venue that welcomes everybody to be entertained, surprised, delighted and challenged at work that is bold, brilliant and relevant. Working in partnership with exciting artists and companies regionally, nationally and internationally, we will create theatre that puts Nottingham Playhouse on the map.

We exist for the benefit of the people of our region – be they audiences, participants or artists. As a publicly-funded organisation we commit to ensure that our demographic of opportunity reflects the demographic of our catchment – in terms of gender, ethnicity, sexuality, socio-economic standing and disability – to be not just world-class but also truly inclusive in all areas of operation, including to recruit and pay fairly.

- The heart of what we do is to create wonder in Nottingham
- Underpinning all our work is the conviction that being transported to different worlds broadens our horizons
- We are positive, relevant and devoted
- In everything we do, we provide an experience not just a stage

A core value of Nottingham Playhouse is to proactively create and support opportunities for cultural participation for all ages, for all backgrounds.

We work in supportive partnership with a very wide range of stake holders to cement our position as an organisation with a strong artistic vision that includes the development of artists.

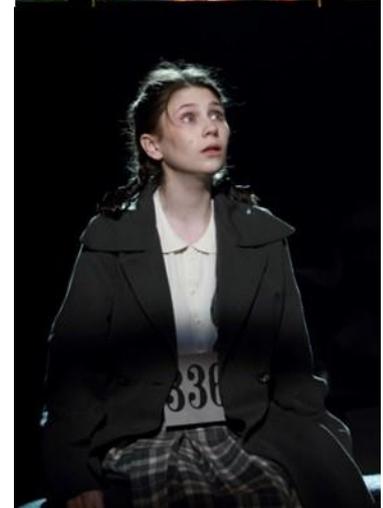


HEADLINES

- We create up to 13 theatre pieces annually encompassing a wide-variety of productions including new writing, regional premieres, both old and modern classics, musicals and family theatre.
- In 2017/18 we sold over 137,000 tickets to 502 events generating over £2.3million at the box office.
- In November 2018, our production of *The Madness of George III* was one of the first to be broadcast internationally by NT Live from a theatre outside of London. Directed by Adam Penford, the production was seen by nearly 17,000 people in Nottingham, over 40,000 in cinemas across the UK, and broadcast to over 2,500 venues in nearly 70 different countries.
- In spring 2018, we produced two world premieres – *Shebeen* and *Lava* – and one regional premiere – *Wonderland*. In 2019 we will produce the regional premiere of *One Night in Miami...*
- We were nominated for 7 awards in 2018:
 - Winning Best Regional Theatre 2019 in The Stage Awards
 - Winning Best Design for *Wonderland* at the UK Theatre Awards 2018
 - Achieving 5 nominations for *The Madness of George III* in the WhatsOnStage Awards 2019, winning Best Play Revival and Best Supporting Actor in a Play.
- We believe that our theatre belongs to everybody, and our Participation programme of work reflects this; from our *In House* drama group which works with those at risk or with experience of homelessness, to our free SHINE community youth theatres.
- In summer 2019 we'll be producing *Coram Boy*, a large scale project involving a community company of 100 and directed by Adam Penford.
- In 2017/18 we engaged with over 4,000 children, young people and vulnerable adults from areas with low engagement with the arts, and worked with over 2,000 children and young people through a programme of bespoke educational workshops.
- In 2018 we launched our Amplify programme to support and provide new opportunities for the development of theatre-makers from the East Midlands. In its first year the programme generated:
 - 150 active members
 - 25 Creative Associate Applications
 - Approximately 105 Ideas Submissions Applications
 - 16 Amp Night Submissions



- 46 Festival Applications
- 49 1-to-1 meetings with emerging artists or would be emerging artists
- In 2019 seven projects across our theatre, studio and artist development programme are either written or directed by women.
- Nottingham Playhouse is a leading partner in Nottingham City of Literature and Nottingham Strategic Cultural Partnership.
- Nottingham Playhouse generates over £25m per year Economic Impact to the East Midlands region.
- We provide full- or part-time employment to over 120 people and to around a further 180 freelance creative staff each year.
- In 2017/18 Nottingham Playhouse earned 69% of its annual income compared with 45% a decade ago. The remainder is funded by Arts Council England and Nottingham City Council.
- Current sponsors of Nottingham Playhouse include Nottingham City Transport, Nottingham Trent University, Experian, Harts, Russell Scanlan and Brewin Dolphin.
- Our SHINE campaign has raised over £100,000 since launching 5 years ago.



BOX OFFICE ASSISTANT (part time) JOB DESCRIPTION

Responsible to: Sales & CRM Manager
Box Office Manager
Box Office Supervisor

Purpose of post:

- Ticket sales
- Provide information about Nottingham Playhouse shows and other events
- Deliver a consistently high level of service to all customers of Nottingham Playhouse

Duties:

- To undertake the selling of tickets to individuals and groups by telephone, mail and in person.
- To use the computerised ticketing system (Tessitura) in an accurate and efficient manner, maintaining an up to date database of Nottingham Playhouse customers.
- To answer enquiries about Nottingham Playhouse shows
- To be involved in telesales campaigns and fundraising initiatives in support of mail shots and/or to target appropriate potential bookers
- To maximise income by up-selling offers
- To solicit donations towards Nottingham Playhouse's fundraising appeals
- To be responsible for own cashing off at the end of each shift, and for accounting for all transactions.
- Where appropriate, and in conjunction with the Box Office Supervisors, Box Office Manager or the Customer Relations Manager, to deal with Box Office problems, as they occur, in order to obtain a satisfactory outcome.

General

- To always act in the best interests of Nottingham Playhouse.
- To take positive action to promote Equal Opportunities in all aspects of the work of Nottingham Playhouse.
- To agree to abide by Nottingham Playhouse policies such as Health and Safety, Data Protection, Safeguarding, Environmental Sustainability etc.
- To maintain confidentiality in all areas relating to Nottingham Playhouse.
- To maximise income and minimise expenditure wherever possible.
- To carry out such other duties as may be reasonably expected of the post.

BOX OFFICE ASSISTANT (part time) PERSON SPECIFICATION

Essential

- Experience of working within a service environment relating directly to members of the public
- Experience of handling and banking cash
- An understanding of and commitment to the principles of Customer Care
- Computer literate
- Enthusiasm, energy and stamina
- Good communication skills, verbal and written

Desirable

- Experience of a theatre or arts environment
- Organisational skills and attention to detail
- The ability to work as part of a team
- Experience of working with Box Office and database computer systems, preferably Tessitura
- Experience of telesales
- Experience of up-selling
- Experience of fundraising initiatives
- A willingness to be open-minded and involved with new approaches to sales

August 2019

BOX OFFICE ASSISTANT (Part time – 21 hours)

TERMS AND CONDITIONS

Salary: £8.21 per hour (25 years old and over)
 £7.70 per hour (24 years old or under)
 Payable monthly in arrears by credit transfer

Hours: 21 hours per week.
 Monday to Saturday as rota-ed
 The rota is prepared a month in advance. The basic rota pattern will be as follows but will be subject to variation. Any variations will be scheduled in advance:

WEEK ONE	Monday	9.45am - 1.15pm
	Tuesday	4.45pm - 8.15pm*
	Wednesday	-
	Thursday	9.45am - 5.15pm
	Friday	4.45pm - 8.15pm
	Saturday	4.45pm - 8.15pm
WEEK TWO	Monday	-
	Tuesday	9.45am - 1.15pm
	Wednesday	1.45pm – 5.15pm
	Thursday	4.45pm – 8.15pm
	Friday	9.45am – 1.15pm
	Saturday	9.45am – 5.15pm
WEEK THREE	Monday	-
	Tuesday	9.45am – 1.15pm
	Wednesday	9.45am – 5.15pm
	Thursday	4.45pm – 8.15pm
	Friday	-
	Saturday	9.45am – 5.15pm
WEEK FOUR	Monday	12.45pm – 8.15pm
	Tuesday	9.45am – 1.15pm
	Wednesday	9.45am – 1.15pm
	Thursday	-
	Friday	9.45am – 1.15pm
	Saturday	4.45pm – 8.15pm

*When there is no performance, Box Office finishes at 6.15pm
 (example shift: 2.45pm – 6.15pm)

Some Sunday and Bank Holiday working will be required.

Overtime: In line with UKT/BECTU agreement

Contract: Permanent Part Time

Place of work: Nottingham Playhouse

Probation Period: 6 months

Notice Period: 4 weeks

Holiday: 5.6 weeks per annum (i.e. 4 weeks pa plus bank holidays) pro rata.
Entitlement increases in line with the BECTU/UKT agreement and
House agreement
The Holiday year runs 1 April – 31 March.

Pension Scheme: Nottingham Playhouse workplace pension scheme is provided by
NOW: Pensions.

Other Absences: In line with the UKT/BECTU agreement
(e.g. illness, maternity)

August 2019

EQUAL OPPORTUNITIES

Nottingham Playhouse is committed to a policy of equality of opportunity and creating a workforce representative of the diverse communities we work with.

Nottingham Playhouse has identified that our workforce is currently under representative of certain communities and is taking positive action for equal opportunities through the recruitment process to address this. We actively encourage applicants from Black, Asian, Minority Ethnic and Disabled people. Black, Asian, Minority Ethnic and Disabled applicants meeting the minimum criteria on the job person specification will be guaranteed an interview. Please note that most of Nottingham Playhouse is physically accessible for staff as well as patrons and performers, however we regret that access to some back stage areas and some of the offices is limited.

Nottingham Playhouse is part of the Parents in Performing Arts (PIPA) campaign and welcomes proposals to consider for flexible working around caring responsibilities

ACCESS

If you would like the Recruitment Pack, Application Form and Equal Opportunities Monitoring Form in an alternative format, please contact Frances Pearson, Administration Assistant, recruitment@nottinghamplayhouse.co.uk or call on 0115 947 4361 to discuss a suitable format.

HOW TO APPLY

Please download and complete the Application Form and Equal Opportunities monitoring form that you will find on our website.

We will not accept a CV in place of the application form.

Please ensure that you complete all sections of the application form in full. The job description and person specification describe the experience, skills and knowledge we will be looking for in applicants for this position and will form the basis of the short-listing process.

It is important to demonstrate in your application how you meet the person specification for the job. It is not necessary to have previously undertaken all of the duties listed in the job description but you should demonstrate your potential ability to do so.

Personal data obtained through the recruitment process shall be processed and stored in line with Nottingham Playhouse Recruitment Privacy Notice.

The Equal Opportunities monitoring form will be separated from the application and will not be available for the persons preparing the shortlist with the exception of obtaining information about disability required to make reasonable adjustments for interview. Data obtained from the forms will be used solely for monitoring purposes and no one individual can ever be identified.

Please submit your completed Application Form and Equal Opportunities Monitoring Form by email to: recruitment@nottinghamplayhouse.co.uk
(**Please send as a Word document.** Do not send as a Pages file, Zip file or use file sharing services such as Sky Drive. Apple/Mac users should export their application form to a Word document or PDF before sending.)

Or you can submit your application by post to: **Administration Office
Nottingham Playhouse
Wellington Circus
Nottingham
NG1 5AF**

Please mark your envelope Private and Confidential.

The closing date for applications is: **Monday 19 August 2019 at 12noon.**
First interviews will take place: **w/b 26 August 2019 in Nottingham.**

We will contact you by telephone if you are shortlisted for interview. All job applicants will be contacted in writing whether or not they have been shortlisted for interview.

We are sorry but we are unable to give individual feedback regarding unsuccessful application forms.

Thank you for your interest in Nottingham Playhouse and we look forward to receiving your application.