



Ticketing Services Assistant (Casual)

RECRUITMENT PACK

Perth Theatre and Concert Hall
Mill Street
Perth PH1 5HZ



Who We Are

Central to local cultural life for over 120 years, Perth Theatre and Concert Hall create life affirming, shared experiences in the performing arts that ignite the imagination and make living more meaningful. Our world-class venues, award-winning programming and inclusive learning and engagement projects play an essential role in stimulating positive wellbeing within the communities we serve, benefitting the local economy and raising the profile of the area.

Perth Theatre and Concert Hall is the trading name of Horsecross Arts Ltd, the charitable organisation established in 2005 to run both venues. Horsecross Arts Ltd is registered in Scotland, no. SC301328 and a charity no. SC022400.

"It's one of the things that attracted me to Perth... the cultural life... it seems it's fantastic. There's a great variety in the theatre and the concert hall... we're so lucky!" Audience Member



What We Need

Job Title: Ticketing Services Assistant (Casual)

Status: Zero-hour contract

Reports to: Ticketing Services Managers

Salary: £10.52ph

Purpose of Role

This role will form a part of our Ticketing Services division.

You will be responsible for providing outstanding customer support, maximising sales, as well as cross and up-selling as appropriate across all Perth Theatre and Concert Hall events.

Organisational Relationships

Line Manager: Ticketing Services Manager

Key Relationships: Marketing Team, Development Team, Creative Programmers, & Visitor Experience Team.

External Relationships: Customers, Promoters, and Visiting Companies.

Location: You will be based at both Perth Concert Hall and Perth Theatre and will be required to work across both spaces.

Duties and Responsibilities

Sales

- Deliver an outstanding customer experience for all customer interaction points, throughout the ticketing process.
- Maximise sales by up-selling, cross-selling, offering merchandise and pre-sales of food and beverage.
- Maximise fundraised income by ensuring all transactions include an appropriate 'ask' and collaborate with the Development Department on initiatives as requested.
- Process transactions accurately across a range of payment methods.
- Proactively work to ensure that sales enquiries are followed up, outbound sales calls are made as directed, and customers are alerted to programme changes in a timely manner.

Systems:

- Develop knowledge of box-office systems and processes to help put shows on sale across all channels.
- Run reports to generate and analyse data as requested.
- Liaise with colleagues, ticketing agencies, clients, and others to ensure an efficient service.
- Liaise with duty managers to resolve ticket related issues.
- Use the ticketing system to maximise the capture of customer data including marketing preferences and to ensure good practice in recording accurate personal data.
- Attend training as required to ensure up-to-date knowledge of ticketing system functionality implementing changes routinely as required.

Customer Experience:

- Maintain an up-to-date knowledge of Perth Theatre and Concert Hall events, marketing offers and initiatives by attending briefings and checking file notes and updates.
- Ensure marketing information is displayed appropriately in and around Front of House areas and assist with updating stock and displays in public areas.
- Provide Box Office cover at external venues as required.
- Provide a helpful reception service for the organisation.
- Always communicate professionally and courteously to all customers and staff.
- Be of smart appearance and appropriately attired at all times.
- To undertake additional Customer Service duties to deliver outstanding customer care across all aspects of the customer journey during a shift.

Other Duties:

- Play an important role in the development and delivery of community and/or event fundraising programmes as requested.
- Be aware of the work of other departments in the achievement of Horsecross' aims.
- Take an active part in communicating and co-operating with other staff and departments.
- Follow all Horsecross guidelines, procedures, and policies.
- Work in accordance with Horsecross Equality & Diversity Policy.
- Be aware of and comply with rules and legislation pertaining to Health & Safety at work.
- Undertake any other duties as may be reasonably required.

Responsibilities of all staff

To be aware of the work of other departments in the delivery of the company's charitable objectives. You will take an active part in communicating and co-operating with other staff and departments, contribute to an enthusiastic, positive work-climate within the organisation and take an active part in achieving high standards of customer and client care.

You will attend team meetings and all internal and external meetings as required, following all Perth Theatre & Concert Hall guidelines, procedures and policies and work in accordance with the Equality & Diversity Policy of Perth Theatre & Concert Hall. You will undertake other duties as may be reasonably required by the organisation.

Terms & Conditions

Payment: £10.52ph

Payments will be paid in monthly instalments. You will be paid monthly by bank credit transfer on the last working day of the month.

Evening and weekend work are a requirement of the post and no infringement payments will be made.

Hours of Work:

Horsecross Arts is under no obligation to offer you any regular hours of work. This is a casual position designed for persons who wish to undertake occasional or ad hoc additional work to support us during our busier periods.

Shifts on offer are often at evenings and weekends

Shift Offering:

Shifts will be offered on an ad hoc basis and no guarantee of hours is made. Perth Theatre and Concert Hall (Horsecross Arts Ltd.) will endeavour to offer shifts with as much notice as possible but the nature of the industry is such that shifts can be offered at late notice. You are not obliged to accept any shift.

Perth Theatre and Concert Hall (Horsecross Arts Ltd.) reserves the right to award shifts on a first come, first served basis and / or by giving preference to individuals who best suit the needs of the specific call being made.

Holidays:

Holiday pay will be added to your monthly pay.

Pension:

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

Notice:

Perth Theatre and Concert Hall (Horsecross Arts Ltd.) shall be required to give you 24hrs notice of any shift cancellation. Any person who does not make contact with Horsecross Arts for more than 3 months may be removed from the casual list.

How to Apply

To apply, submit a completed Application Form to the following:

recruitment@perththeatreandconcerthall.com

You can also hand in an application form to our Perth Theatre box office.

Perth Theatre and Concert Hall place great value on our diversity and are actively seeking to increase the diversity within our organisation. Therefore we particularly encourage applications from under-represented groups, such as people from Black, Asian and minority ethnic groups and people with disabilities.