

ALMEIDA THEATRE

The Almeida is a London theatre company with a national and international reputation for producing work of the highest standard - achieving recognition through consistent critical acclaim, increasing national reach, international profile, full houses and breadth of audiences.

Based in Islington, the Almeida Theatre began life as a literary and scientific society – complete with library, lecture theatre and laboratory. We are known for creating brave, ambitious, compelling theatre.

The company is led by Artistic Director Rupert Goold and Executive Director Denise Wood and under Rupert's artistic leadership the heart of the Almeida's vision is to make bold work which challenges and questions theatre, and the world we live in; bringing together the most exciting artists to interrogate, provoke, inspire and entertain audiences through new writing and reinvigorated classics.

In addition to the main repertoire, there is an events programme including live and digital content, a full range of activities for young people, and productions regularly transfer to the West End and beyond.

The Almeida is supported by Arts Council England and raises further income through ticket sales and the support of generous individual givers and corporate sponsors.

Job Description

Job title: Assistant Box Office Manager

Responsible to: Box Office Manager

We are looking for someone who is passionate about theatre and wants to build a career in Box Office Management. You will work closely with data within Tessitura, training staff as required and supporting the Box Office Manager in the configuration and setting up of all ticketing for Almeida productions and other events. The Assistant Box Office Manager will also support the Finance Team to ensure the accuracy of financial reconciliation and provide regular reports to share with the relevant senior managers.

General Responsibilities

- Supporting the Box Office Manager to ensure that the Box Office is ready for customer sales each day, and that closing procedures are followed at the end of the day.
- To ensure that Box Office staff follow procedures, serving patrons courteously and efficiently, selling tickets by telephone, e-mail, post and in person.
- To lead on the training of new Box Office assistants
- To sell memberships, process fees and donations and update customer data on Tessitura, working to the requirements of the General Data Protection Regulations 2018
- To bank Box Office takings, informing the Box Office Manager of any relevant information, discrepancies, or refunds.
- To produce accurate and timely internal daily sales reports
- To work closely with the Box Office Manager to manage all ticket holds and allocations across the organisation, supporting our aim of maximum attendance at every performance.
- To keep up to date with current and forthcoming productions, giving feedback to the Marketing Department as necessary and keeping all staff fully briefed
- To refer any comments or complaints to the Box Office Manager, logging feedback with relevant departments
- To contact customers, for example during seat moves or when running waiting lists.
- To raise invoices and chase for payment for group bookings, school bookings.
- To work with the Front of House Manager, Bar Manager, and other theatre staff to ensure smooth incomings.
- To provide reports for external producers and deal with allocations and ticket sales for any Almeida productions elsewhere
- To deputise for the Box Office Manager in her absence, attending meetings as required
- To aid with relevant areas of marketing and audience development strategies

- To always comply with the Almeida Health & Safety Policy
- To notify the appropriate member of staff in the event of any faults detected on the fire panel and ensure Box Office staff follow the correct evacuation procedure when required.

Equality:

We want to create and sustain a productive, diverse, and inclusive working environment. We ask everyone who works with us to champion this ambition and embed it in their day-to-day work being at the heart of our Equality policy which is monitored through our annual Equality Action Plan.

Sustainability:

We aim to be an environmentally sustainable organisation and ask that our all our teams work to support this. In doing so we are seeking to promote efficient and sustainable practices that create minimal impact. This is outlined in our Environmental Sustainability Policy and tracked in our annual action plan.

Person Specification:

Essential Experience/Skills:

- At least 3 years' experience of working in a professional theatre Box Office, in a supervisory role.
- An understanding of Data Protection law and PCI regulations
- Experience of working with the different departmental functions of a subsidised arts organisation, particularly Marketing, Development and Participation
- Excellent communication and customer service skills
- Experience of cash handling
- Practical equality and disability awareness skills

Desirable Experience:

- Experience of working with Tessitura.

Personal Attributes:

- Proactive and flexible attitude
- Ability to prioritise, multitask and adapt to new situations.
- Ability to work as part of, and to motivate, a team.
- Efficiency, accuracy, and attention to detail
- Responsible
- Calm under pressure.
- A clear and confident communicator
- Discretion

Remuneration and Hours:

This is a full-time position (39 hours per week).

- Salary: £34,481 per annum.
- Box Office staff work on a shift system between the core hours of 10.00am and 8.30pm, Monday to Saturday, with additional hours and occasional Sundays as needed depending on the requirements of the artistic programme. Overtime is offered for this work.
- Holiday: 25 days per annum.
- Probationary period: 12 weeks.
- Notice period: 8 weeks.
- Pension: As part of auto-enrolment you may be eligible for NOW pension. The Almeida contributes 3% of basic salary to a stakeholder pension scheme (Scottish Widows), following 6 months' service and successful probationary period.
- Other benefits: season ticket loan, theatre tickets, staff discount in the Almeida bar and other local amenities.
- Location: This position is based at Almeida Theatre, Almeida Street, London N1 1TA and at its administration offices at 108 Upper Street, London N1 1QN and working for home.