

**ALMEIDA
THEATRE**



**BOX OFFICE ASSISTANT
RECRUITMENT PACK**

ALMEIDA THEATRE

The image shows the interior of the Almeida Theatre, an auditorium with red seats and a stage. The text is overlaid on the image. The stage is in the foreground, and the seats are arranged in a semi-circle. There are several levels of seating, including a balcony. The stage is lit with spotlights, and there are some props on it, including a globe on a stand. The walls are dark, and there are some decorative elements. The overall atmosphere is professional and artistic.

We bring together the most exciting artists to take risks;
to provoke, inspire and surprise our audiences; to interrogate
the present, dig up the past and imagine the future.

Whether new work or reinvigorated classic, we make live art
to excite, enliven and entertain.



ABOUT THE ALMEIDA

“A theatre to which everyone should take out a subscription”

The Observer

“Small but mighty, Islington’s Almeida Theatre is one of the most prestigious - and on form! - theatres in London, equally influential as a haven for great writers, great directors and great actors.”

Time Out

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. From the beginning, our building existed to investigate the world.

Under the new leadership of Artistic Director Dominic Cooke and Executive Director Ros Brooke-Taylor, the Almeida’s vision is to make bold work which challenges and questions the world we live in; bringing together the most exciting artists to interrogate, provoke, inspire and entertain audiences through new writing and reinvigorated classics.

While the Almeida is rooted in Islington, many productions continue beyond the walls of the theatre – either through West End or Broadway transfers, national and international tours, or digital capture. In addition to the main repertoire, there is a wide-reaching participation programme, including a range of creative opportunities and training for young people, and projects working with our local Islington community.



**“THE MOST
DARING AND
EXCITING
THEATRE IN
LONDON”**

EVENING STANDARD

WORKING WITH US



The Almeida is committed to being an inclusive and diverse organisation: representative of the community around us and a cultural home to all. We want everyone who works with us or visits us, to feel welcome and respected. And we want the imaginative work we present on stage to speak to the world we live in, with all its rich variety of voices and cultures.

This commitment to equality, and to a company culture which treats staff, freelance artists and audiences equally and fairly, goes beyond the Almeida. We are committed to upholding these values in the wider industry and to playing our part in creating a sustainable future for a more equitable theatre in this country. You can find out more about our Equality, Diversity and Inclusion Policy [here](#).

Everyone who works with us or visits us is expected to share in this belief and show it through behaviour towards others.

STAFF BENEFITS

- Complimentary staff tickets to attend performances at the Almeida
- Staff discount in the Almeida bar and other local amenities
- Development programmes via e-learning platform, specialist in-person training and training opportunities
- Invites to company lunches and regular social activities
- Access to interest-free season ticket loan and cycle to work scheme
- Access to mental health and wellbeing advisors providing workplace counselling and support
- Eye test vouchers



SUSTAINABILITY

The Almeida Theatre is committed to reducing carbon emissions and minimising its environmental impact to support the Creative Green commitment to keep global temperatures below two degrees of warming.

Our productions aim to follow the Theatre Green Book Baseline Standard Guidelines, striving to ensure 50% of all materials used in the production have a previous life and 65% have a future life. The set for *A Moon for the Misbegotten* was built from 100% reclaimed timber, and second-hand items.

Over the past 10 years, we've cut our energy use by 9% annually, saving 146 tonnes of CO2e each year – equivalent to driving 876,000 km in a diesel car or taking 146 economy flights from Paris to New York.

This comes as a result of an investment of more than £700k in capital improvements, including the installation of LED lights, upgraded boilers at the theatre, air handling units in our offices, decommissioning of gas boilers (saving 30 tonnes of Co2 each year), and installation of new energy efficient windows and roofs.

Some of our future plans include installing solar panels in our offices, introducing LED lighting with motion sensors backstage and front of house, and enhancing the management of heating and cooling in the auditorium



PARTICIPATION

Our Participation projects give opportunities to people of all ages to create theatre with some of the most exciting artists working in the industry today. All of our Participation programme is offered entirely for free.

YOUNG ARTISTS

We run a number of programmes for Young Artists aged 14-25 – our Young Company for actors, as well as our Young Producers, and Young Designers and Technicians. Alongside every production, we also host Almeida For Free – an exciting festival for anyone aged 25 and under which gives young people the chance to see our productions for free and take part in a variety of masterclasses, workshops and panel discussions.

SCHOOLS

Our new programme, Almeida Every Child, will engage with every Year 5, 7, 8 and 9 pupil studying in the borough across the next academic year. Our Schools offer is completely free to access and dedicated to local Islington schools.

COMMUNITY

This year we present 1000 (Millennia) the final instalment of our Islington Trilogy community productions, celebrating Islington and featuring participants from our local community. 1000 (Millennia) will journey deep into our borough's history and reach far into our future to construct an imaginative, mythic Islington.



**“THE ALMEIDA
PRODUCES HIT
AFTER
UNSTOPPABLE HIT”**

THE I



JOB DESCRIPTION: BOX OFFICE ASSISTANT

Working as part of the Almeida's Marketing and Communications team, the role of the Box Office Assistant is to cover Box Office duties as required on a shift system (including weekends) and to sell tickets to the public whilst maintaining a high level of customer care at all times. The Box Office works to actively maximise each sales opportunity by collecting patron data for use by the Marketing department and to encourage the use of all the Almeida Theatre's facilities.

KEY RESPONSIBILITIES

- Operating the computerised Box Office system (Tessitura) to sell tickets, memberships, to update customer data and produce daily reports.
- Ensuring strict adherence to the Data Protection Act.
- Selling tickets by telephone, email, post and in person and ensuring accurate customer data and information is captured on to the Box Office system.
- To have a good working knowledge of the Almeida's online ticketing system and to be able to advise customers on how to manage their online bookings.
- To ensure regular reading of all information as filed in the Box Office manual and to be knowledgeable about all forthcoming productions at the theatre.
- Processing membership fees and donations.
- Dealing with the public in an informative and courteous manner and if appropriate referring any comments or complaints to the Box Office Manager.
- Liaising with the Marketing department in regards to relevant copy on the website and all promotional literature.
- To comply with the Almeida Theatre's Health and Safety policy at all times.
- To provide assistance with any relevant areas of the Marketing strategy
- Any other duties as required by the Box Office Manager or department.

Reports to: Box Office Manager

JOB DESCRIPTION: BOX OFFICE ASSISTANT

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. It 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 of working in a busy Box Office
- Excellent communication skills
- Experience of using computerised Box Office systems
- Experience of cash handling
- Excellent customer service skills
- Efficiency
- Accuracy and attention to detail
- Responsible
- Good under pressure
- Discretion

DESIRABLE

- Experience of working in a theatre company and/ or charitable organisation
- Access and disability awareness



JOB DESCRIPTION: BOX OFFICE ASSISTANT

RENUMERATION AND HOURS

This is a casual position and the post holder will be on a zero hour's contract

- Hourly rate £15.00, Minimum 4 hour call
- Double-time: applicable on Sundays, Bank Holidays or after midnight
- Hours: shift system between 10.00am and 9.30pm, Monday to Saturday, with occasional Sundays and bank holidays, as required
- Holiday pay: the equivalent to 25 days per annum pro rata
- Probationary period: three months
- Notice period: one month
- Location: The position is based mainly at the Almeida Theatre, Almeida Street, London N1 1TA, sometimes at the Almeida Administration offices on 108 Upper Street, N1 1QN or you may be asked to work from home on certain dates.



ALMEIDA THEATRE

APPLY NOW

Submit your application by 29th of June at 12PM via [Application Form](#)
Any questions at all, please contact generalmanagement@almeida.co.uk

