

Job Description

Job Title:	Box Office Customer Service Assistant
Hours:	Casual Part-Time Work for 2021 Season of Festivals Availability for some Evening and Weekend shifts
Location:	Cheltenham
Responsible to:	Box Office Supervisor
Pay:	£8.91 per hour
Benefits:	Holiday: 33 days holiday pro rata ie +14.54% of worked hours Staff Ticket Allocation: £25.00 per year

Background information

Cheltenham Festivals is a charity bringing outstanding arts and science to all. Our education, community and talent development programmes reach out year-round and culminate at the town's internationally-acclaimed Jazz, Science, Music and Literature Festivals.

Since the launch of the Music Festival in 1945 and the Literature Festival in 1949 (the World's oldest Literature Festival) Cheltenham has been at the forefront of contemporary British culture. The Jazz festival was introduced in 1996 and the Science Festival in 2002.

The charity is led by a Senior Management Board that is responsible for digital and live content, all year-round outreach & education programmes, festival delivery, marketing, HR and finance.

The Role

A Box Office Customer Service Assistant will provide an exceptional level of customer service to all who attend the Festivals but also help deliver optimum ticket sales so we can continue our mission to make science and culture accessible to all. We welcome everyone and are committed to breaking down barriers to participation.

The box office team is the first point of contact for all our visitors to the Festivals so a great first impression is vital here. At the Festival site our Box Office Customer Service Assistants are responsible for welcoming, assisting, and selling tickets face to face to our walk-up visitors in a polite, discreet, and professional manner. You will also be required to respond to customer enquiries and provide support for online ticket sales via phone and email to ensure all our customers' needs are met in a timely and efficient manner.

When the box office team are not on site, you will be based at our main office on Bath Road. You may also be required to work remotely from your home from time to time. Remote home working will require you to have access to a reliable broadband internet connection. When working from your

home, you are expected to deliver the same high level of customer service our visitors would expect on our Festival site.

The Box Office Customer Service Assistant role is hugely exciting and rewarding as you will get the opportunity to be involved in our nationally and internationally renowned Festivals. It will require you to have a passion, enthusiasm, and commitment to join us on our journey to make science and culture accessible to all.

You need to be able to commit to working hours within the Box Office staff rota between the hours of 9am – 5.30pm before a Festival and then 9am - 9pm during the Festival, as these are key dates in our calendar.

2021 Festival Schedule

Cheltenham Science Festival	10-13 June 2021
Cheltenham Music Festival	2 – 9 July 2021
Jazz weekend	10-12 July 2021
Cheltenham Literature Festival	8 - 17 October 2021

General responsibilities

All the Cheltenham Festivals team are expected to:

- a. Diversity and Inclusion: ensure that our Equality, Diversity and Inclusion (EDI) policies are followed and embrace the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment.
- b. Performance Improvement: be responsible for your own performance and propose better, faster or less expensive ways to do things which help our overall mission.
- c. Develop yourself and others - ensure you are up to date in your area of specialism and share knowledge with your colleagues.
- d. Health and Safety: be responsible for ensuring the health and safety of the team and yourself by following safe systems of work, and by meeting the requirements of the health and safety policy.
- e. Be compliant with the law and the Festivals' policies especially with regard to data protection and IT security and ensure other policies as advised from time to time are followed.

This job description is not intended to be exhaustive and the nature of our work and the size of our team at Cheltenham Festivals requires everyone here to be flexible. You may be required to take on such reasonable additional or other responsibilities and tasks as we need from time to time.

The Person

Criteria	Description
Experience	<ul style="list-style-type: none">• Experience of working in a box office, call centre, retail or other sales and customer service focused role
Skills	<ul style="list-style-type: none">• Strong interpersonal skills to provide excellent customer service to people of different ages from a diverse variety of communities and backgrounds• Basic IT skills to include use of Microsoft Outlook email and Word with confidence to learn to use new IT applications and software quickly• Some knowledge of data protection legislation advantageous but not essential as training will be provided
Behaviours	<ul style="list-style-type: none">• Excellent attention to detail and ability to follow procedures• Good planning and organising & ability to prioritise, work under pressure, to meet strict deadlines• Proactive and positive approach• Team player - flexible and reliable
Qualifications	<ul style="list-style-type: none">• Educated to a minimum of GCSE level or equivalent including Maths and English