



THE  
GRANGE FESTIVAL



BOX OFFICE &  
DINING ASSISTANT

Job Description & Person Specification



## BOX OFFICE & DINING ASSISTANT

### KEY INFORMATION

<b>Salary</b>	£23-24,000 depending on experience
<b>Hours</b>	09:30 - 17:30 with some evening and weekend work required particularly during the Festival
<b>Location</b>	Folly Hill Farm, Itchen Stoke, Hampshire, SO24 9TF
<b>Deadline</b>	7 March 2022

If you would like an informal conversation about the role please contact Caroline Sheahan on 01962 791020

To apply please send your CV and a short covering letter to [caroline@thegrangefestival.co.uk](mailto:caroline@thegrangefestival.co.uk)

### SUMMARY

The Grange Festival is seeking to recruit an organised and efficient Box Office and Dining Assistant. This role will support the Box Office Manager and Dining Administrator and comes with a varied workload.

A strong customer focus is important as you will need to provide excellent service to our visitors. As part of a team, you are the key point of contact with the public and will need to be warm and welcoming on the telephone and via email and assist with online booking enquiries as well as in person at the Festival. You will ensure that our customers receive correct information promptly and efficiently.

The successful candidate will be a well-organised, self-motivated team player. They will have excellent interpersonal skills and an ability to manage a number of projects at any one time, with an ability to prioritise such tasks. The post holder will have opportunities to attend our Festival Friends' events throughout the year as well as performances during the Festival.

The Grange Festival is committed to implementing the principles of equality, diversity, inclusion and anti-racism throughout our work. We ask all colleagues to have a personal commitment to this too. As part of this commitment we are striving for a more representative workforce and encourage applications from groups who are under-represented in the UK arts industry; particularly those from Black, Asian and Ethnic Minority backgrounds, from lower socio-economic statuses, d/Deaf and Disabled applicants, and those from the LGBTQIA+ community.

### THE FESTIVAL

The Grange Festival is a country house opera and dance festival located in Hampshire. In just 4 years The Grange Festival has established a strong international reputation, drawing audiences from around the world for a summer season of opera and dance. Alongside this is a considered programme of outreach and education work based on research into current needs.

The award-winning theatre is set within a scheduled historic monument, which together with the Arcadian valley landscape setting, gives the Festival its unique atmosphere. The company is young and growing with passionate and lively staff.

# BOX OFFICE & DINING ASSISTANT

## ROLE AND RESPONSIBILITIES

### BOX OFFICE

#### Ticketing

- Develop an understanding of our Box Office system Spektrix and its capabilities (full training will be given)
- Use Spektrix to set up shows, special offers and packages as instructed
- Assisting the Box Office Manager with ticket bookings using Spektrix
- Assist customers with access requirements with their bookings
- Deal with all Grange Festival enquiries in a professional and courteous manner, in person, on the phone or via email
- Run sales and other reports as needed for meetings and for use at the Festival Site

#### Dining

- Support the Dining Administrator with all Dining@TheGrange bookings
- Using our dining system, making accurate records of bookings, dietary requirements or any other notes from customers
- Be responsible for Pavilion, Marquee and Cutlery & Crockery bookings
- Prepare reports for set up team and use by Festival site staff on performance dates

#### Customer Service

- To maintain good communication with both internal and external contacts.
- To deal with any customer service issues that may occur, either on the phone or via email, in a professional manner.
- To welcome positive and negative feedback about the venue and pass this on to help the Festival improve the service it offers.
- To ensure a thorough knowledge of events at the Festival to enable the Box Office to give the best possible customer service

#### Other Duties

- Provide administrative support to the Box Office Manager
- Provide on-site Box Office cover during the Festival to answer ticketing and dining queries from customers and other staff
- Attend out of season events as an ambassador for the Festival (TOIL will be given for events worked)
- Be prepared to assist other colleagues in the team if required

# BOX OFFICE & DINING ASSISTANT

## PERSON SPECIFICATION

CRITERION	ESSENTIAL	DESIRABLE
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>Educated to a Degree level</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working in an administrative role and/or in an office environment</li> <li>Customer service experience ideally with HNWI's</li> <li>Working under pressure, meeting tight deadlines and prioritising tasks</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience in a Box Office environment</li> <li>Experience of working in the Food service industry</li> </ul>
<b>Skills/knowledge</b>	<ul style="list-style-type: none"> <li>Confident in communication skills (verbal and written) and the ability to communicate with a range of people internally and externally</li> <li>High level of computer literacy e.g Microsoft Office including Outlook, Word and Excel</li> <li>Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve</li> </ul>	<ul style="list-style-type: none"> <li>Use of Box Office ticketing systems, with particular reference to Spektrix</li> <li>Knowledge of Classical Music, Opera, Dance or Theatre</li> <li>The ability to be confident and positive when dealing with complaints and difficult situations.</li> </ul>
<b>Ability and aptitude</b>	<ul style="list-style-type: none"> <li>Able to work well within a small team - flexible and collaborative</li> <li>Able to work independently and use initiative appropriately</li> <li>Enthusiastic, positive "can do" attitude</li> <li>Organised, motivated and disciplined with a good attention to detail</li> <li>Polite and calm under pressure</li> <li>Commitment to own professional development</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>Full clean driving licence and access to own transport is vital due to the rural nature of the offices and venue.</li> <li>Able to work evenings and weekends during the Festival and other busy periods</li> </ul>	