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Siamsa Tíre, The National Folk Theatre of Ireland Box Office and Events Assistant Recruitment Pack

Contract: Fixed Term to 31st March 2021

Pay: €10.10 per hour

Hours: Average a minimum of 21 hours per week. The hours are flexible according to the operational needs of the business and work will often involve day/evening/weekend attendance. The working week is rostered between Monday to Sunday including days, evenings, weekends and Bank Holidays as necessary. Hours of work will be rostered fortnightly in advance by your Line Manager or such other person as assigned by the Executive Director. All hours worked will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

Line Management: The Box Office and Events Assistant will report to the Box Office manager or other such person as assigned by the Executive Director and will work under the supervision and direction of the relevant Manager of the area to which they are assigned for any particular duty. The Box Office and Events Assistant may work alongside staff, volunteers and work experience students.

Box Office and Events Assistant Job Description

Our Box Office and Events Assistants are rostered to provide customer service to our customers and patrons during the day Monday – Saturday and in the evenings Monday – Sunday if an event takes place.

This is a temporary employment contract to enhance organisational capacity until 31st March 2021 while Siamsa Tíre develops its new strategic plan.

Box Office and Events Assistants assignment at box office and front of house is an important public-facing role which requires exemplary customer service skills.

Box Office: The box office team administers daily ticket sales via Ticketsolve, cash administration and reconciliation in accordance with Standard Operating Procedures as well as front office and support administration. The box office staff are responsible for ensuring that the public areas are kept clean and safe for our customers throughout the daytime.

Events and Hospitality Team: The Events and Hospitality team covers event cleaning, event box office, bar, and ushering and any event associated duties in accordance with Standard Operating Procedures; providing a professional, pleasant, efficient, informed and welcoming service to our event patrons.

If required, the Box Office and Events Assistants may also work flexibly to support other departments in Siamsa Tíre. Areas to which the Box Office and Events Assistants may possibly be assigned include:

Visual Arts: The visual arts team administers and oversees the visual arts spaces, events and exhibitions.

Marketing: The marketing team promotes the centre's activities and events.

Administration: Office administration works across programming, finance, IT, venue and facilities operation.

Stage and building facilities: The Technical Manager oversees security, building and equipment maintenance and management. The stage team supports the production needs of events with backstage logistical and organisational duties, assisting clients, performers, and crew and venue staff.

This list is for indicative purposes and is not exhaustive. Staff may be required to assist across wider centre activities as operations develop. Assignment to areas is at the discretion of management. Full training will be provided where necessary.

Reporting to the Box Office Manager, the Box Office and Events Assistant is an important role within a busy team, requiring internal liaison across the organisation in Administration, Marketing, Hospitality, Building Facilities, Technical, Artistic Programming, and in-house Productions as well as external liaison with our customers, clients, funders, programme partners and service providers.

The Box Office and Events Assistant holds the following responsibilities:

1. Box Office:

- Maintain the cleanliness of the public areas.
- Ensure that a friendly, welcoming and consistently excellent standard of customer service is offered at all times.
- Deliver a reception function for the Company, redirecting calls and managing Siamsa Tíre's phone system.
- Assist in the training of new part-time staff.
- Increase sign-up to Siamsa Tíre's e-zine lists and Mobile Club and work with the Marketing staff on direct mail campaigns.
- Ensure all customers are asked how they found out about an event at the time of booking and evaluate the responses to inform and improve future marketing campaigns.
- Support the work of the Marketing Depart in the development of information gathering strategies to provide meaningful insight into key customer segments, audience behaviour, trends and purchasing patterns so as to maximise revenue and identify new audiences for Siamsa Tíre.
- Cash up, reconcile sales to takings daily, and undertake banking duties.
- Be responsible for ensuring adequate cash and change are available for busy shifts.
- Sell tickets to customers in person, by post, on-line and by telephone in accordance with the rota.
- Input new events on to the Box Office ticketing system prior to each booking period.
- Organise customers' ticket refunds and exchanges; maintain waiting lists.
- Be capable of fixing minor technical problems with the ticketing system.
- Maintain and build relationships with key customers, particularly groups and partners in the tourism industry.
- Ensure the accurate maintenance of the venue's mailing list and database records, including regular data cleansing.
- Be informed regarding exhibitions in the Gallery and undertake sales of artworks.
- Undertake such training as may from time to time be appropriate to the post.
- Be responsible for Siamsa Tíre post, both incoming and outgoing.

2. Events and Hospitality:

- Greet audience members in the building.
- Work at speed to sell drinks, refreshments and snacks pre-show, during the interval and post-show.
- Sell programmes and other souvenirs.
- Check tickets and guide members of the audience to their seats.
- Settle seating disputes or confusion.
- Guide audience members to entrances, exits and toilets.
- Ensure audience are not using their phones or any other recording equipment during the performance.
- Communicate with Box Office and Front of House staff to ensure smooth running of the theatre.

- Manage the audience in emergency situations.
- Maintain the cleanliness of the public areas.
- Undertake pre-show and post-show safety checks and maintain vigilance for patron safety.
- Catalogue and securely store found items.
- Attend pre-event briefings and other training as required by management.
- Develop and demonstrate an in-depth knowledge of the venue and programme and answer customer queries.
- Develop and demonstrate a good understanding of evacuation procedures from all points within each venue.

3. Compliance:

- Adhere to and be mindful of Siamsa Tíre's Children and Vulnerable Adults Safeguarding Policy.
- Contribute to formal risk assessments for activities and communicate and oversee implementation of the necessary mitigation measures with relevant personnel.
- In conjunction with relevant staff, adhere to, monitor, and (where agreed necessary) update the venue's relevant Standard Operating Procedures (SOPs) and any other staff training and monitoring material as required to ensure compliance with regulations or best practice.
- Ensure that effective monitoring and evaluation systems for all activity are in place and regularly updated / maintained and that all funder reports for activities are accurate and submitted as required.
- Maintain clear and orderly records, systems, and audit trails to ensure transparent and documented compliance with relevant legislation for company including employment, health & safety, child protection, data protection, insurance, licencing, financial and charity regulations, and audit requirements.
- Abide by, support, and implement the company's policies and procedures.
- Ensure that policies and procedures are adhered to by any staff or contractors under their supervision.

4. Marketing and communications:

- Contribute to the development and provision of marketing materials to the Sales & Marketing team for activities as required.

5. External liaison:

- Liaise with contractors and suppliers of goods and services as required.
- Liaise with clients to ensure smooth event operations.

6. Other Duties and Obligations:

- Act as an ambassador and advocate in representing the company.
- Attend and contribute to operations or staff meetings as may be required.
- Adhere to policies and procedures as set out in the employee handbook or other such staff circulars.
- Adhere to procedures relating to the proper use and care of information, equipment and materials for which the role has responsibility.
- Participate in training and development programmes/courses to maintain and improve performance and to assist in identifying self-training and support needs.
- Participate and work within a performance management development system.
- Undertake any other duty as may be required and set by your manager.

Candidate Skills and Attributes:

Essential:

- Physical capacity to undertake the work which includes standing and being on your feet for long periods of time, bending, reaching and kneeling down, ascending and descending stairs, moving bar stock, tables and chairs and working at speed in an environment which includes noise and dark/dim/absence of lighting.
- Flexible availability for either daytime or evening work.
- Experience of dealing with the public and an excellent track record in customer service.
- Reliability, flexibility, and congeniality in a team environment.
- The ability to plan ahead and manage time, meet deadlines and multi-task under pressure.
- Self-motivated with a high degree of initiative to pre-empt potential problems, troubleshoot and implement appropriate solutions.
- Excellent organisational skills.
- Excellent communication, interpersonal and teamwork skills.
- A calm, assured, clear and diplomatic approach to communication.
- Good literacy and numeracy skills.
- Familiarity with Microsoft Outlook, Word, Excel, & general computer literacy.

Contract Terms Offered:

This is a temporary role to enhance organisational capacity until 31st March 2021. Salary level is set at the Full Time Equivalent rate of €21,008 per annum payable on a pro rata basis for 21 hours per week i.e. €10.10 per hour for 21 hours per week. While the role is anticipated to average a minimum of 21 hours per week, flexibility on hours is an integral requirement of the role e.g. busy periods may require extra hours for which Time Off in Lieu will be provided. A four-month probationary period will apply. The company facilitates flexi-time working for back-office work and is currently facilitating remote working for staff where possible to protect against the spread of COVID-19. The position may be subject to Garda and reference checks.

Recruitment Process:

Candidates will be assessed and scored against the requirements of the role as described and against the skills and attributes sought for the role. Candidates should therefore ensure that the information provided in their applications clearly demonstrates their suitability against the requirements.

Within four weeks of the closing date for applications, shortlisted candidates will be invited to interview and candidates who have not been selected for interview will be informed that they were not selected. A second interview may be scheduled in the case of close scoring of two or more candidates.

Expenses for attendance to first interviews will not be covered. Reasonable expenses for attendance to second interviews may be covered with prior agreement.

Before the company considers making an employment offer to an applicant, we will require the contact details of two referees including both phone and email addresses. These can be provided by you upfront on your original application or, if you prefer, requested from you after your interview. These referees must be able to vouch and account for your professional expertise and experience specifically as it relates to the role that you have applied for. The referees will also be asked questions relating to your trustworthiness, reliability, and character.

The company reserves the right to form a panel of qualified candidates or not to appoint to the role from the applications received.

Applications:

The deadline for applications is **Monday 12th October 2020 at 5pm**

Applications should be emailed to: admin@siamsatire.com. Hard copy applications will **not** be accepted.

Applicants must send an email with the words **Box Office and Events Assistant Application** in the subject line of the email and must attach:

- a) a cover letter which gives an insight into your approach to your work.
- b) a CV which clearly demonstrates how your qualifications and professional experience meets the job and skills requirements.

Siamsa Tíre is deeply grateful for the grant funding and business sponsorship that has been provided in 2020 by:



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