

**Dance North t/a Dance City  
Job Description and Person Specification**

- 1. Post Title:** Ticket Office Assistant
- 2. Location:** Dance City, Temple Street, Newcastle upon Tyne, NE1 4BR,
- 3. Relevant to this Post:**
  - Contract type:** casual employee (zero hours)
  - Probationary period:** 1 month
  - Notice period:** 1 week during probationary period, 1 calendar month on satisfactory completion of probationary period
- 4. Organisation Relationships:** Post holder will report to the Ticket Office Team Manager.
- 5. Salary:** £10.90 per hour
- 6. Hours:** Zero hours contract, shift work across daytimes, evenings and weekends, including regular Saturdays and Sundays.
- 7. Description of Role:**

The post's primary purpose is to fulfil the vision, mission and charitable objects of Dance City by supporting the delivery of a high quality of experience for Dance City customers and liaising with the wider Dance City team to ensure a safe, high-quality experience for customers and staff.

The duties contained in this job description are not exhaustive and the postholder will be required to carry out other duties commensurate with the purpose of the role.

**8. Primary Duties:**

Team Liaison Duties

- Supporting the Ticket Office team with processes and procedures, ensuring that clear information is shared to all.
- Undertaking training as required.
- Attending regular team meetings as appropriate.

Customer Liaison Duties

- Acting as the public face of Dance City, greeting all users of the buildings and ensuring their experience of visiting Dance City is a positive one.
- Managing bookings for classes and assisting with enquiries about studio/meeting room hires and other workshops or activities as required.
- Answering the phone to all queries, taking messages and liaising with relevant departments.
- Responding to and dealing with all email queries.

- Advising customers, up-selling and cross-selling events, activities and services as directed by the Ticket Office Team Manager.

#### Financial Duties

- To adhere to Dance City's Financial Policies when handling income from customers.

#### Building Duties

- Ensuring that studios, meeting rooms, foyer and public areas of the buildings are kept clean and tidy at all times, and appropriate marketing materials are displayed and distributed.
- Preparing areas within the buildings for events and activities, including room set ups and seating arrangements.
- Completing facilities tracker with issues as reported.

#### IT and Systems Duties

- Maintaining accurate records and manage data through Dance City's CRM systems.
- Undertaking basic administrative tasks for the wider Dance City team, as appropriate.

#### Front of House Duties

- Acting as usher, assisting with all aspects of a performance, and being a point of contact for audience queries.
- Assisting to ensure the building and theatre are safe, clean and welcoming for audiences.
- Providing a warm and friendly welcome to audiences, directing them around the building appropriately, checking all tickets are valid and supporting them to find their seats.
- Being proactive during performances, observing the audience to be ready to support with emergencies, reporting any issues immediately to the Front of House Manager.
- Supporting with any additional marketing or basic tasks set by other departments, such as exit flyering.
- Ensuring the theatre and public spaces are left in a good condition once the performance has finished.

#### Other duties

- The postholder can participate in Dance City's activities and programmes as appropriate, such as business planning, marketing, and income generation.
- The postholder can represent Dance City at appropriate external events.

### **9. General Duties and Responsibilities:**

#### Communications

Employees will actively participate in team meetings, formal and informal, use communications channels respectfully, be responsive to requests from other members of the team, and liaise with managers, trustees and stakeholders as appropriate.

#### Information Management

Employees will adhere to information management requirements re the gathering and analysis of data.

Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

Equality and Diversity

Dance City is committed to giving everyone an equal chance to live, learn, and work free from discrimination and prejudice. Employees are required to abide by this principle and Dance City policies.

Sustainability and Ethical Practice

Dance City is committed to becoming carbon neutral and to ensuring the highest standards of ethical practice. Employees are required to demonstrate support for these principles.

Appraisal and Personal Development

Employees have a responsibility to commit to the appraisal process and to their own personal and professional development.

Financial Management

Employees have a responsibility to be familiar with Dance City's Financial Policies and to adhere to them.

Health and Safety

Employees have a responsibility to be familiar with Dance City's Health and Safety Handbook and to adhere to all procedures contained within it.

Quality Assurance

Employees have a duty to contribute to continuous improvement in all aspects of the organisation.

**Person specification**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Qualification</b>			n/a
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Minimum six months' experience of working in a box office</li> <li>• Health and Safety awareness.</li> <li>• Experience of Front of House duties</li> <li>• Knowledge of data protection principles</li> <li>• Knowledge of ED&amp;I</li> <li>• Knowledge of safeguarding</li> <li>• Some experience in cash handling</li> <li>• Some computer literacy with experience and knowledge of working with a CRM system, and computer software systems including Microsoft Office, Outlook</li> <li>• Written and verbal communication skills</li> <li>• Practical and organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a cultural organisation</li> <li>• Interest in dance</li> <li>• Knowledge of ticketing systems</li> </ul>	Application Interview References
<b>Characteristics</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Enthusiastic</li> <li>• Flexible</li> <li>• Positive attitude</li> <li>• Attention to detail</li> <li>• A high degree of self-motivation and discipline</li> <li>• Ability to work in a changing and flexible organisation</li> <li>• Ability to build rapport with people from all backgrounds, of all abilities, and of all ages</li> </ul>		Application Interview References

	<ul style="list-style-type: none"><li>• An understanding and commitment to equality, diversity and inclusion and antidiscrimination</li></ul>		
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