

WESTON-SUPER-MARE TOWN COUNCIL

JOB DESCRIPTION

Post: Administration Assistant - Blakehay Theatre Box Office

Hours: Part Time – 13 hrs per week (Thu-Sat, 10-2 and team meetings on a Monday morning)

Salary: Scale JG 2 – SCP 10-13

Responsible to : Blakehay Theatre Manager

Management and Relationships:

The post will report directly to the Theatre Manager and act as a key contact for the Theatre. Liaising with all internal departments and external stakeholders to ensure accurate and up to date information is in place to promote and deliver a professional service.

Purpose of Job:

Responsible for the provision of a comprehensive and customer focused box office and administration service for the Blakehay Theatre.

Specific Responsibilities: Duties include:

- To provide the day to day running of the theatre box office on Thursday, Fridays and Saturday, plus evening and weekend performances as required.
- To attend team meetings on a Monday at 10am.
- To provide high quality customer service for patrons and hirers of the theatre.
- To process ticket purchases using designated computer packages.
- To administer external bookings and liaise with hirers to process bookings/ hires using designated computer packages from enquiry to invoice stage.
- To ensure financial procedures are adhered in respect of cash handling, card transactions, banking, purchase orders, invoicing and bookings etc.
- To be responsible for the accurate processing of the theatre's income and expenditure as per Council's financial procedures.
- To provide and assist the Theatre Manager with administration.
- To carry out general office duties, e.g. filing, typing, mailing as required.
- To assist with the marketing & publicity of the theatre and its events.
- To provide cover duties for the Theatre Manager as and when required.
- To assist the Theatre Manager with Health & Safety duties within the theatre.

General:

- Acting as a key holder for the Theatre.

- Undertake any such other duties and training as reasonably requested by the Theatre Manager.
- Ensuring that systems and processes comply with Council Policy and Procedures.
- Complying with the Council's Equal Opportunities, Health & Safety Policies and licensing requirements at all times.
- Undergoing such training as shall be identified by the Theatre Manager.
- This post requires an Enhanced DBS Check.