

Otherplace Brighton
11 Jew Street
Brighton
BN1 1UT
www.otherplacebrighton.co.uk



BOX OFFICE STAFF

Job Description

The Brighton Fringe is the biggest open access, mixed arts event in England and this year will run from **5 May – 4 June 2017**

Otherplace are running 4 performance spaces on 1 site for this year's Fringe Festival.

We are looking for staff to join our busy and professional team.

The Box Office team will be responsible for selling tickets on a face to face basis through the Otherplace Box Office, as well as answering calls, taking bookings and dealing with customer questions. You'll be working as part of our Box Office team and reporting directly to the Box Office Manager.

Responsibilities

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- To use the Otherplace (and Brighton Fringe) ticketing system, VIA, to sell tickets for all show at our venues.
- Taking cash and card payments, and reconciling these at the end of a shift.
- Answering phone calls and taking bookings over the telephone.
- Talking about, upselling and recommending shows.
- Responding to customer complaints in an effective and appropriate manner including, but not limited to, forwarding such complaints onto the Box Office Manager and/or Senior Management.
- Helping the FOH team to ensure all public-facing areas of the site are neat and presentable (with particular reference to daily line-up boards, print/press display areas and daily show lists)
- Liaising with Front of House and Technical team as required to help them keep all shows running on time
- Representing the company in a professional, polite and efficient manner at all times.
- Other duties as required to ensure the site runs effectively during the festival

Person Specification

Essential

- Self-motivated and hard-working, with a can-do attitude
- Able to stay calm in sometimes busy and difficult situations
- Excellent verbal communication skills
- Ability to deal confidently with a wide range of people, from all walks of life
- You should have a keen interest in our programme and take a proactive approach to all sales – having a positive and knowledgeable approach to the whole programme across all genres – and be able to share this knowledge with staff and audiences alike.
- Ability to work well as part of a team
- Excellent time keeping
- An interest in the Arts
- Experience of either Customer Service or cash-handling roles
- Computer literate
- Willingness to work evenings, weekends, and public holidays, as required
- An excellent command of the English language, both written and oral

Desirable

- Experience of working for an Arts organisation, preferably in a theatre or a festival environment
- Previous sales experience
- Use of a ticketing system in previous roles
- Sense of humour
- Excellent Written Communication skills

Reports to: Box Office Manager

Key Dates: 29 April (Box Office opens)
3 May (staff orientation day)
4 May – 4 June Festival Period
5 June – 9 June (De-rig / pack down)

To apply, please send your CV and a short email detailing why you are interested in the position and what you think you will be able to bring to the team.

Please include the job title you are applying for in the subject field.

EMAIL TO: jobs@otherplacebrighton.co.uk

BACKGROUND:

The Brighton Fringe is the biggest open access, mixed arts event in England and this year will run from **5th May – 4th June 2017.**

2017 is our 12th year of running venues at Brighton Fringe. In the last couple of years we have moved from our original fringe venue, Upstairs at Three & Ten, via a temporary lease at The Basement, and established The Warren during Brighton Fringe 2015 in a new outdoor site in the centre of the city, next to St Peter's Church.

The last few years have been a huge success and seen our ticket sales across the board increase by over 50%, with Otherplace Brighton now firmly established as the major player in Brighton Fringe. We programme a diverse mix of theatre, music, cabaret, comedy, spoken word and family shows.

The Warren

For 2017, the site is by St Peter's Church. It will feature a bowler hat style main house (250 seats), the bespoke Theatre Box venue (70 seats), two Studio spaces (108/72 seats and 50 seats), two covered bars, a dedicated family area, market stall, toilets, food concessions, box office and additional site services. Operating for 31 days, the site will be the hub of the festival.