

WATERSHED

Job Description

February 2020

Job title: Box Office Receptionist (Part Time)

Dear Applicant

Thank you for your interest in the above position. Please find enclosed a job description including person specification and terms and conditions of employment. Please consider these carefully and decide whether you wish to apply.

Watershed's first value is **Inclusive - We are people led**. We listen to and engage with the broadest range of people. To achieve this in everything we do, we are striving to understand more about who applies to work with us. So we invite you to complete our anonymous equal opportunities monitoring form, which will not be shared with the short listing panel.

Watershed is working towards good practice in equal opportunities and asks all applicants to complete the application form and equal opportunities monitoring form. Please **DO NOT** include your CV as it will not be considered. Please put all relevant information on your application form.

Watershed will work with shortlisted candidates to ensure their access needs are met during the interview process and will ensure access requirements do not factor in decision making.

Watershed encourages applications from people of all backgrounds but particularly welcomes applications from candidates from BAME backgrounds as they are under-represented within our staff team.

The closing date for all applicants is: **9th March 2020 1pm**

Interviews will take place on: **17 / 18th March 2020**

We will contact short-listed candidates by: **13th March 2020**

Please note that if you have not heard from us by the agreed date, you have been unsuccessful and we are unable to offer you an interview.

Thank you for your interest in Watershed.

Yours faithfully

Alan Jones
Box Office and Customer Data Manager

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"Watershed is a place like no other - I feel free to be my whole self at work. Every day I feel professionally supported, challenged and free to contribute to the culture of the organisation"

Zahra Ash-Harper, Pervasive Media Studio Producer.

Position: Box Office Receptionist

Post- holder:

Grade: 6

Responsible to: Box Office and Customer Data Manager

Responsible for: N/A

Purpose of Job

As first point of contact for visitors to Watershed, the post holder will need to demonstrate excellent customer care skills when handling enquiries by telephone and face to face, appropriately and efficiently. The post holder will also be responsible for the smooth operation of Box Office activities including bookings, accurate cash and sales transactions, communication of up to date information, and the efficient operation of the retail shop.

Principal Responsibilities

Customer Care / Service:

- Offering excellent customer care by providing a proactive, informed, helpful and accurate response to enquiries both in person and over the phone.
- Keeping the general appearance of the foyer tidy and presentable including monitoring retail stock and public information to ensure high quality of display and up to date information at all times.

Communication:

- Operating the telephone system effectively, dealing with incoming calls and providing the best possible service to all.
- Displaying a high level of knowledge about programmes and facilities to respond efficiently to any enquiries.
- Clear and detailed record keeping to ensure efficient and accurate hand-over of shared tasks and data between all colleagues within the department and across the organisation.

Administration:

- Dealing efficiently and speedily with bookings for films, events and courses ensuring adherence to Data Protection legislation as required by law.
- To undertake any reasonable tasks requested by the management team to help maintain and ensure the smooth running of the box office and its systems.

Financial:

- Dealing effectively with monetary transactions including cash, credit/debit cards and online payments, taking account of concessions and maintaining confidentiality.

Health & Safety:

- Maintaining a safe, clean and welcoming environment at all times for all internal and external customers.
- Ensuring that all duties are carried out in compliance with Health and Safety legislation and procedures as detailed in Watershed's Health and Safety Policy.

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Key Performance Indicators

- Accurate financial records which tally at the end of the day.
- Efficient and timely processing of customers and enquiries.
- Proven ability to prioritise in dealing with customers and enquiries.
- Day to day presentation of foyer area is clean, tidy and well stocked.
- Customers are happy and given correct information

Person Specification

Skills & Experience

- Excellent communicator
- Able to work well in a team
- Reliable and flexible
- Confident
- Computer literate
- Proven experience of working in a customer focused role

Watershed Values

The Watershed brand is unique, trusted and respected and is driven by the following shared values which are clearly articulated. Ability to master and represent Watershed's Vision and Values is therefore important.

Watershed is:

Inclusive	We are people led. We listen to and engage with the broadest range of people.
Open and Honest	We provide a culture and environment that is trusting, trusted and trustworthy.
Make Things Happen	We approach opportunity and challenge creatively, collaboratively and with a can do attitude.
Entrepreneurial	We are inventive, try new ideas, experiment, learn and share.
Celebratory	We celebrate culture, creativity and wonder.

Additional information:

- The post-holder is expected to wear clothing appropriate to their post.
- The post-holder will be required to undertake such other comparable duties as may be required by the Head of Department'.
- Watershed is open seven days a week, including Bank Holidays (Christmas Day and Boxing Day are the only exceptions). Watershed is a public building, which operates a diverse range of cultural and commercial activities. The post holder will need to be comfortable working in this environment.



Watershed is a Social Enterprise Mark holder. Social Enterprises are businesses whose products and services create both social and environmental benefits.