

TICKET OFFICE ASSISTANTS

APPLICATION PACK



Pictured: Students from the Centre for Advanced Training (CAT)

2 PERMANENT, PART-TIME, POSITIONS AVAILABLE

Salary: £23, 795.20 gross per annum, pro-rata

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.

INTRODUCTION

Thank you for your interest in this opportunity!

We're looking for someone who can support the organisation by:

- 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.
- Advising customers, up-selling and cross-selling events, activities and services as directed by the Ticket Office Team Manager.
- Managing bookings for classes and assisting with enquiries about studio/meeting room hires and other workshops or activities as required



Anand Bhatt
Artistic Director
& CEO



Catherine Johns
Executive Director

As part of the Ticket Office team you will be a key point of operational contact for colleagues across the Dance City team as well as the general public, external partners and students. Your work is central to the organisation's success.

Our mission is to ensure the North East is the best place to dance and experience dance. You'll work in an organisation where you can see the difference you make every day.

If this sounds like you, we look forward to hearing from you.

ABOUT DANCE CITY

We believe in the power of dance to invigorate people and communities, and for dance to hold a special place in people's hearts. Our mission is to ensure the North East is the best place to dance and experience dance.

Dance City is the biggest dance house in the North of England, employing around 130 staff and freelancers. We are responsible for dance development in the whole of the North East region and a population of 2.5 million.

We are a **Catalyst, Convener and Creator** of excellent dance and movement experiences from the North East, for the North East and the world.

A Theatre Dedicated To Dance

Dance City has an intimate 240 seat theatre dedicated to showcasing dance performances from the North East, the UK and across the globe.

Dance For Every Body

Pre-COVID we were offering 113 classes a week and generating more than £260K in annual income. We are building back our public participation programme in a challenging landscape.

Dance Careers Start Here

The Dance City Training Academy offers specialist dance training for gifted and talented young people from age 10 through our Centre for Advanced Dance Training (CAT), in partnership with the Department for Education, and our BA (Hons) Professional Dance in partnership with University of Sunderland.

Dance Careers Thrive Here

Public subsidy and surplus commercial income allow us to be at the heart of the art - supporting dancers to live their creative careers. We offer professional artists in the north east free daily dance classes, commission opportunities, CPD, free studio space and much more.

Communities Dance With Us

Dance City is not a building, Dance City has a building. Our engagement team gets generations moving from Berwick to Middlesbrough, Hexham to South Shields, in schools, community centres, parks, playgrounds and more.



TICKET OFFICE ASSISTANT

JOB DESCRIPTION

REPORTS TO:

Ticket Office Manager

CONTRACT:

Permanent

SALARY:

£23, 795.20 gross per annum, pro-rata

HOURS:

c. 19 hours per week for each post.
Evening and weekend working pattern,
exact hours to be agreed.

DUTIES & RESPONSIBILITIES:

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.

OVERTIME:

Overtime is not paid.
Time off in lieu is provided

PROBATIONARY PERIOD:

1 months

NOTICE PERIOD:

1 month

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

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:

Essential:

Skills and knowledge:

- Minimum six months' experience of working in a box office
- Health and Safety awareness.
- Experience of Front of House duties
- Knowledge of data protection principles
- Knowledge of ED&I
- Knowledge of safeguarding
- Some experience in cash handling
- Some computer literacy with experience and knowledge of working with a CRM system, and computer software systems including Microsoft Office, Outlook
- Written and verbal communication skills
- Practical and organisational skills

Characteristics:

- Team player
- Enthusiastic
- Flexible
- Positive attitude
- Attention to detail
- A high degree of self-motivation and discipline
- Ability to work in a changing and flexible organisation
- Ability to build rapport with people from all backgrounds, of all abilities, and of all ages
- An understanding and commitment to equality, diversity and inclusion and antidiscrimination

Desirable:

Skills and knowledge:

- Experience of working in a cultural organisation
- Interest in dance
- Knowledge of ticketing systems

HOW TO APPLY

Please email an expression of interest along with your CV to hannah.moreno@dancecity.co.uk by Wednesday 14 August 2024 at 12noon.

Applicants must have the right to work in the UK. Interviews will be held w/c Monday 19 August 2024.

For an informal chat about the role, please contact Lynsey McEwen, Ticket Office Manager: lynsey.mcewen@dancecity.co.uk



If you require this information in a different format, or would rather submit a video or audio file, please let Hannah know, and we can enable this to happen.

Dance City actively encourages applications from those with less visibility in the arts.

We welcome applications from those with lived experience of seeking sanctuary, women, people with disabilities, those from Black, Asian, ethnically diverse backgrounds, those for whom English is not their first language, LGBTQ+, and international backgrounds.

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