

Job Outline

Job Title:

Arts and Box Office Administrator

Basis:

Part Time – 18 hours

Salary:

Grade 8

Status:

Permanent

Base:

Maesteg Town Hall

Accountable to:

Business Manager

Accountable for:

N/A

Your Role:

To carry out a range of administrative duties associated with the running of our Central Awen Box Office and Administration Team.

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In this role, you will:

- Provide excellent customer service when dealing with general theatre and community centre enquiries, ticket transactions, group bookings and accessibility requirements, adhering to General Data Protection Regulations.
- Form a key member on the Box Office team supporting agency and customer ticket transactions on the phone, email, on site for pre-event arrivals and complete regular systems' housekeeping and end of day reconciliations as per established procedures.
- Provide administrative and process support for performances, events and activities across Awen's portfolio of venues and other community-based locations. Activity will include:
 - ❖ contracting programme bookings as directed by Head of Theatres and General Managers,
 - ❖ onboarding events onto our box office system
 - ❖ updating our organisational wide diary with all relevant event information to ensure clear communication across General Managers, Box Office, Marketing, Finance, Technical departments.
 - ❖ producing post event KPI reports and preparing quarterly PRS claims.
- Respond effectively to enquiries regarding the hire of Community Centres and administrate the contracting of private hire groups in Awel y Mor Community Centre. Support with the management of budgets.
- Be a key holder for the Awel y Mor Community Centre.
- Support the Marketing & Development Team to manage a robust Event Monitoring and Evaluation System.
- Manage organised and meticulous administrative systems that are accessible via a range of online platforms.
- Provide customer service and administrative duties in both Welsh and English languages.
- Be an advocate for the Awen's wellbeing priorities by promoting through all work streams the positive social and health benefits of our work.

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General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and value in all you do.
- Ensure activities are completed in accordance with Awen's commitment to equity and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

Person Specification



The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Personality and inter-personal skills necessary to work with people of all ages. (E)
- Interest and enthusiasm for the Theatres and Arts. (E)
- Flexible approach and attitude. (E)
- Able to establish a good understanding of customers' needs and a desire to deliver high standards.
- Confidence and enthusiasm to help support the events programme (E)
- Forward thinking and confident to be able to promote developmental ideas. Leads with consistency, fairness as well as calmly and constructively.

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Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Good standard of education or the ability to demonstrate competence through experience – equiv to NVQ Level 2 (E)
- Experience working with computers. (E)
- Strong numeracy skills. (E)
- Customer care skills and experience including dealing with telephone and in-person sales. (E)
- Experience in complex administration. (E)
- Effective communication skills – courteous and diplomatic. (E)
- Ability to work as part of a team or on own initiative (E)
- Ability to follow instructions and work efficiently to meet strict deadlines (E)
- Ability to communicate in Welsh the Welsh Language (E)
- Cash handling experience

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