

**beacon**  
arts centre

[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)

LIGHTING UP LIVES  
IN INVERCLYDE



# RECRUITMENT PACK

CASUAL BOX OFFICE SALES ASSISTANT

**OCTOBER 2021**





# WHO ARE WE?

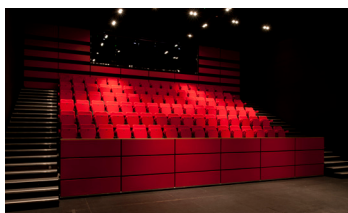
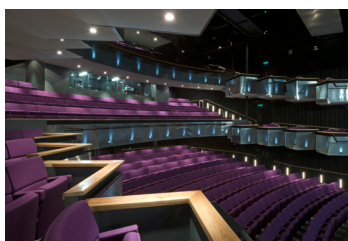
**beacon**  
arts centre

**We are the Beacon, a contemporary theatre and arts venue in the heart of Inverclyde... and a whole lot more besides.**

We offer a safe and inspiring place to escape into a different world for a while; a place to connect and share new experiences through shows and activities that inspire and delight, sometimes challenge, and always entertain. From staging national productions to showcasing local talent, and from hosting theatre-based workshops to dance classes and a whole host of creative activities and events, we aim to offer something for everyone.

Our **vision** is to be Scotland's most influential, accessible and entertaining arts venue.

We passionately believe that cultural experiences are crucial to the wellbeing of individuals and communities. That's why our **mission** is to make a lasting impact through our work and to 'light up lives' by ensuring that as many people as possible have opportunities to engage with the arts in ways that are enjoyable and meaningful to them. We achieve this through our fantastically diverse programme and innovative outreach work, delivered in the local community and further afield, as well as within our inspiring building.



## Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ

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# WE ARE THE BEACON ARTS CENTRE... AND A WHOLE LOT MORE



## OUR PROGRAMME

Throughout the year, we stage a mix of award-winning theatre, music, dance and touring arts programmes, ranging from National Theatre of Scotland and Scottish Opera productions to large-scale community musicals and jazz, folk and classical music concerts. We present intimate performances for younger children and their families, and we host a range of festivals, exhibitions, classes, workshops and events too, delivering a year-round buzz of captivating, creative activity.

## OUR PRESENCE

Beacon Arts Centre is managed by the charity, Greenock Arts Guild Limited, and our diverse funding base is underpinned by core grants from Inverclyde Council and Creative Scotland. We firmly believe that Inverclyde is one of Scotland's most attractive places to live and work and it also has the benefit of well-developed transport links to Glasgow and the rest of Scotland. We are proud to be part of this vibrant community and to make a key contribution to the local economy as an employer. With a 4-star rating from VisitScotland, we play a vital role in supporting local tourism too.

## OUR VENUE

From our stunning location on the banks of the River Clyde, at the heart of Greenock's waterfront regeneration, our modern, purpose-built venue offers a 500-seat theatre and a 128-seat studio as well as a variety of spaces for exhibitions, meetings, rehearsals and development work. We also have superb facilities for eating, drinking and events.

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Beacon Arts Centre

# ABOUT THE ROLE

# CASUAL BOX OFFICE

# SALES ASSISTANT

## JOB PROFILE

The Box Office are the frontline ticket sales team and principal point of contact with patrons engaging with the theatre. They offer the highest levels of customer service to maximise sales and income for the Beacon Arts Centre.

## MAIN DUTIES

- Provide a welcoming and friendly atmosphere for all patrons and guests
- Ensuring an excellent level of customer care at all times
- Processing tickets efficiently for patrons, groups, and classes on the telephone and over the counter using the Spektrix system
- Articulating our access services to relevant patrons and liaising with FOH teams to ensure excellent customer care
- Understanding all show information to convey selling points and secure bookings
- Ensure the security of the Box Office during operational hours and at the end of the day
- Deal with general enquiries from the public, visiting companies, contractors, and visitors
- Cash handling, recording, and reconciling daily takings ensuring PCI compliance at all times

## GENERAL

- Staying abreast of productions and participant activities being promoted
- Adhering to the Company's Health & Safety policy
- Making a positive contribution to the work of the Box Office team and the company as a whole
- Undertaking any additional tasks required by the FOH & Box Office Manager and General Manager

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Beacon Arts Centre

# CASUAL BOX OFFICE SALES ASSISTANT

## ESSENTIAL KNOWLEDGE, SKILLS AND EXPERIENCE

The ideal candidate will demonstrate these in both their application and at interview:

- Excellent verbal and written communication skills
- Computer literate
- Experience of a customer service role
- Friendly, approachable, and professional manner
- Smart and professional appearance
- Interest in the arts and cultural experience

## DESIRABLE

- Box office experience
- Knowledge of the theatre
- Knowledge of ticketing systems and/or databases

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Beacon Arts Centre

# SUMMARY

## JOB TITLE

Casual Box Office Sales Assistant

## RESPONSIBLE TO

Front of House & Box Office Manager

## HOURS / OVERTIME

Hours and shifts may vary. Hours will be allocated between the hours of 9am and 8pm Monday – Sunday when needed.

## SALARY

Scottish Living Wage - £9.50 per hour

## PROBATIONARY PERIOD

3 months

## NOTICE

One week during probationary period;  
one month thereafter

## PENSION

There is a stakeholder pension scheme applicable to your employment. Further details are available from the HR Officer.

## HOW TO APPLY

### APPLY TO

Tessa Calder,  
Finance & HR Officer  
[recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

### ATTACHMENTS REQUIRED

- CV (2 sides A4 max)
- Covering letter (1 side A4 max)
- Two referees (see footnotes)
- Equal Opportunities Monitoring Form (available at [beaconartscentre.co.uk/work-with-us](http://beaconartscentre.co.uk/work-with-us))

### EMAIL SUBJECT HEADING

Casual Box Office Sales Assistant

### APPLICATION DEADLINE

Friday 15 October 2021, 5pm

### ONLINE INTERVIEWS

week commencing 18 October

### START DATE

As soon as possible

If you would like to have an informal confidential chat about the role in advance of submitting an application, please email Tessa Calder, Finance & HR Officer, at [recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

Should you have any access requirements or need any reasonable adjustments to be made in order to apply for this role, please contact [recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

The Beacon is committed to access, diversity and representation, and we actively encourage applicants from different backgrounds and with different experiences in order to develop and strengthen the organisation, evolve our programmes, and better reflect the communities we serve.

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