Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
Arts and Box Office Administrator

Basis:
Ful Time

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 administrational duties associated with the running of our Central Awen Box Office and Administration Team.

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.
- Be an advocate for the Awen's wellbeing priorities by promoting through all work streams the positive social and health benefits of our work.

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 values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair.
- Ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation
- To actively challenge discrimination and stigma in the workplace
- Be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk
- To look after your own physical and psychological wellbeing wherever possible
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture.
- Be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy
- Compliance with Awen's policies and procedures
- This is not a complete statement of all duties and responsibilities comprising this post, and this document will be regularly reviewed. You may be required to undertake other tasks/duties that are reasonably assigned to you and are within the capability and grade of this role.

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.

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
- Cash handling experience