



ADUR & WORTHING  
COUNCILS

## Job Description

<b>Authority:</b>	WBC
<b>Directorate:</b>	Economy
<b>Section:</b>	Culture, Theatres
<b>Post Title:</b>	Box Office Cashier
<b>Post Number:</b>	12963
<b>Accountable to:</b>	Ticketing Manager
<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	<b>Internal:</b> All Theatres team members and Council staff. <b>External:</b> Members of the public including groups, schools and businesses. Event Promoters, Venue Hirers, Touring Managements and Entertainment Data International.
<b>Meetings attended on a regular basis:</b>	Box office section meetings General Staff meetings
<b>Work Style</b>	Flexible

### Principal purpose of job (role summary)

To provide a front-line reception booking service at Worthing Theatres venues including at all Box Office Counters, Visitor Information Points and in the Ticketing Office for Worthing Theatres venues, maximising sales opportunities.

### Main duties, tasks and responsibilities of post holder

1. Provide a front line reception service at all venue Box Office counters.
2. Ensure that all Box Office data is dealt with securely and in strict accordance with the Council's policies and the General Data Protection Regulation (GDPR).
3. Responsible for accurate and secure till and float reconciliation at the beginning and end of each box office shift. Ensure that all receipts are dealt with in accordance with the Council's financial regulations.
4. Ensure knowledge of shows, events, films and website is current.

5. Responsible for end of day reports and admission details, print Event Sales Report for touring companies and film figures for Entertainment Data International.
6. Actively promote all shows, schemes, memberships, gift vouchers, secondary spend items including merchandise and catering facilities at Worthing Theatres. Maximise all opportunities to sell these and any other additional services.
7. Assist with maintaining good standards of cleanliness and housekeeping in all the box office areas and maintain sufficient stationery supplies. Ensure promotional literature is topped up at all Box Office Counters.
8. Assist with publicity mail outs.
9. Deal with postal bookings, post and posting out seasonal brochures on request.
10. Understand the cancelling and refunding procedures. Contact patrons when shows are cancelled or changed as soon as notification is given by the Ticketing Manager or Supervisors.
11. Accurately record and update existing and new customer data on the box office system and ensure that email addresses are captured for customer contact preferences in compliance with GDPR.
12. Deal with first level complaints.
13. Assist the Ticketing Manager and Box Office Supervisors with general administration duties including filing and the Box Office inbox.
14. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
15. Undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
16. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
17. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

**Job Description agreed by:**

<b>Post holder (Print name):</b>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Line Manager (Print name):</b>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Executive Head of Service (Print name):</b>	
<b>Signature:</b>	
<b>Date:</b>	