



**ADUR & WORTHING
COUNCILS**

Person Specification

Authority:	WBC
Directorate:	Economy
Section:	Culture, Theatres
Post Title:	Box Office Cashier
Post Number:	12963
Accountable to:	Ticketing Manager
Management responsibility for:	None
Authority to liaise with:	<u>External</u> All patrons of Worthing Theatres, Promoters, Private Hirers, Show Companies and Entertainment Data International <u>Internal</u> All staff in Theatres Group and within Council as required.

Area	Requirements	
Qualifications	Essential	Desirable
	Excellent numeracy and literacy skills	Educated to GCSE level standard or equivalent
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	Experience in retail sales using POS software (point of sale). Good cash handling, banking and computer skills	Experience of working in a theatre, cinema or ticketing agency. Knowledge of computerised box office systems.
Skills		
Communication/relationship	Good communication and customer care skills.	Customer care training.
Planning/ organisational	Ability to plan and prioritise work. Be self-motivated and work as part of a committed and successful team. Able to work on own initiative.	
IT	Intermediate ability in using Microsoft Word and Excel and Googlemail.	
Abilities		
Physical	Be able to work split shifts and travel from venue to venue (all	

	within 5 minutes walking distance)	
Mental	Able to respond quickly and efficiently to unplanned situations.	
Emotional	Confidently dealing with customers and able to resolve issues as they arise in a professional manner.	
Working conditions / Style	You must be able to work 20 hours per week over 5 days, to include bank holidays and regular evening and weekend duties.	
Other: The candidate must have an interest in culture, theatre, film and live entertainment.		

Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	
Line Manager (Print name):	
Signature:	
Date:	
Executive Head of Service (Print name):	
Signature:	
Date:	