VOLUNTEER ROLE DESCRIPTION

VOLUNTEER BOX OFFICE ASSISTANT

Supported by: General Manager / Marketing and Sales Officer
Main Purpose: To support the Box Office Team with general tasks

Overview of Role

If you have a keen interest in arts administration and an ability to learn quickly then this role may suit you. There will be plenty of opportunities to learn about all aspects of the Box Office and the chance for support in your professional development.

Responsibilities

This role will involve assisting our Box Office team with tasks which include:

- Giving a warm welcome to all visitors of The Bike Shed Theatre.
- Taking bookings for all events - ensuring that all relevant customer data is collated and entered accurately into the appropriate systems.
- Supporting the Front of House staff so that performances begin promptly, through the efficient door sale of tickets and the collection of pre-paid tickets.
- Dealing with any queries, comments or customer complaints in a pleasant and sympathetic manner, passing on any messages to the Front of House Manager.
- Safeguarding security of monies and any valuables.

Skills / Personal Qualities

We are looking for volunteers with the following skills and qualities to ensure a high standard of welcome and service to audience members.

- Good numeracy, literacy and basic IT skills
- Good customer service skills and welcoming manner
- Ability to work well as part of a team
- Commitment to supporting the values of The Bike Shed Theatre
- Enthusiasm and an active interest in contemporary theatre

VOLUNTEER ROLE

General Requirements

To operate within The Bike Shed Theatre's policies and procedures, including health and safety, equal opportunities, confidentiality and safeguarding policies.

Training

Training and support will be provided. Front of House staff will update and support volunteers with any developments in the Box Office system.

Times and Commitment

This is a volunteer position for someone who is available for at least three shifts in every month. Shifts begin an hour before the performance (normally 6.30pm for a 7.30pm show). Volunteers are given a complimentary drink and a ticket to the show of their shift.

Application Process

Please fill out this form to apply for the role, or contact alex@bikeshedtheatre.co.uk to with any questions.

The Bike Shed Theatre is an equal opportunities employer and this policy extends to our volunteers. We value diversity and welcome applications from applicants from all backgrounds. Please note we will not use any personal information relating to your background at any stage of the application process.