# August 2017– JIN 3821

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# BRIGHTON & HOVE CITY COUNCIL

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:**  | Casual Venues Box Office Assistant |
| **Reports to:**  | Box Office & Information Manager |
| **Department:** | EEC |
| **Section:**  | Tourism & Venues |
| **Date written:** | 01/06/2017 |

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**PURPOSE OF JOB**

To assist the Box Office & Information Manager in the smooth running of the ticketing operations for the Brighton Centre and to provide high quality booking and information services for customers at the Brighton Centre.

**PRINCIPAL ACCOUNTABILITIES**

1. To act as first point of contact for visitors of the city and venue, and create a welcoming presence within the venue; and to treat all visitors with respect and dignity
2. To provide information and booking support to customers of the Brighton Centre Box Office face-to-face, over the phone and via email
3. To process bookings, by using knowledge of seating configurations pertinent to and event, ensuring the most suitable seats are selected for the customers’ requirements
4. To accurately handle cash, cheques, and credit / debit card payments for all transactions and to ensure that the transactions are accurately recorded
5. To provide information and advice to customers at the Box Office Visitor Information Point in order to ensure they get the most out of their visit and to recommend the destination to others
6. To ensure that the Brighton Centre customer database is kept in good order, by entering information accurately and in accordance with data protection policies
7. To be prepared to encounter visitors who may be angry or disappointed and respond to their concerns in accordance with the venues’ Customer Service Policy
8. To uphold the Council’s policies for anti-discriminatory practice and equality of opportunity.
9. To uphold the Council’s and other departments’ Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

**General Accountabilities**

***(Please insert relevant paragraph from Job Description Questionnaire Guidance Notes on Health and Safety and Equality accountabilities)***

Health & Safety

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

* To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
* To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
* To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
* To ensure that safe premises, equipment and working environments are maintained

Equalities

# To develop practices within the directorate/division that uphold and develop the principles of the City Council’s Inclusive Council Policy in relation to staff and to service provision.

# To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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**PERSON SPECIFICATION**

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### Essential Criteria

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| --- | --- |
| **Job Related Education, Qualifications and Knowledge** | * Knowledge of working in different public events environments both internally and externally
* Ability to input and maintain records accurately
* Ability to remain calm under pressure
* Ability to work as part of a team
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| **Experience** | * Experience of working in a public facing environment, providing a similar frontline information and booking service
* Experience in cash handling and reconciliation
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| **Skills and Abilities** | * Excellent communication and interpersonal skills and commitment to high level of customer care
* Good IT skills and fully computer literate, including use of Microsoft Office, complex databases, booking software and using the internet
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| **Equalities** | * To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy
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| **Other Requirements** | * Flexible approach
* Able and willing to work out of hours when required
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