



BOX OFFICE ASSISTANT JOB DESCRIPTION & PERSON SPECIFICATION / VIOLA'S ROOM

Responsible to: Show Duty Manager & General Management

Key relationships: Producers, Show Duty Manager, Show Supervisor, Box Office Assistants, Front of House Team

Salary: £13.15 per hour (London Living Wage)

Contract: Zero Hours

Deadline for applications: 10am on Monday 22nd April

How to apply: Complete the application form [here](#), including your CV and cover letter.

If you have any questions or are experiencing any difficulties with the application process, please contact workwithus@punchdrunk.com

OUR HISTORY

Founded in 2000 by Felix Barrett MBE, Punchdrunk is widely recognised as the “pioneer of the ‘immersive theatre’ phenomenon” (The Telegraph). The company is best known for their mask shows, a form of theatre in which roaming audiences experience epic storytelling inside singular, sensory worlds. These productions have been cited amongst the 40 creative moments that changed culture (Creative Review) and currently play across three continents: *Sleep No More*, New York has been running since 2011; *Sleep No More*, Shanghai (2016 - present) is the longest-running international show in China; and *The Burnt City*, London has welcomed over 200,000 audiences since it opened in March 2022. In March 2024, Punchdrunk announced their latest project, *Viola's Room*, opening in London in May 2024.

Alongside these landmark theatrical productions, Punchdrunk has taken its ground-breaking approach to live experiences and created cross-cultural collaborations in music, tech, fashion and TV - from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and from Samsung to Brad Pitt's Plan B Studios. The company was listed amongst the 50 most influential artists of the last 50 years (Sky Arts, 2022) alongside David Bowie, Sir Steve McQueen and Vivienne Westwood.

Previous projects include: *The Third Day* (BAFTA-nominated TV series starring Jude Law and Naomie Harris with HBO and Sky Studios), *Believe Your Eyes* (with Samsung, 58th Venice Biennale, 837, ArtBasel and Cannes 2016), *ANTI*diary (with Rihanna and Roc Nation), *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *The Duchess of Malfi* (with ENO), *Sleep No More* (with the American Repertory Theatre), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival), *Tunnel 228* (in collaboration with The Old Vic), *The Masque of the Red Death* (with Battersea Arts Centre), and *Faust* (in collaboration with the National Theatre).diary (with Rihanna and Roc Nation), The

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THE ROLE

Punchdrunk is seeking experienced and collaborative Box Office Assistants to help with the operation of the box office for *Viola's Room*. The successful candidates will work with the Show Duty Manager to provide exceptional customer service to all visitors.

They should possess a solid knowledge and understanding of Spektrix ticketing system, outstanding organisational skills, with the ability to maintain a calm and positive attitude in a busy environment. The ideal candidates will have experience and knowledge of the working practices of a commercial box office and all that is necessary to ensure the smooth running of a busy incoming.

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:

- Opening and closing the box office securely
- Selling tickets, and providing information to customers in person, by telephone, and in writing
- Monitoring the Box Office email, providing timely and accurate responses
- Escalating non-ticketing related queries to the relevant department
- Assisting with the booking of 'House Seats' and guest tickets, as required by the Management and Producers
- Providing performance reports as required
- Following the age restriction guidelines and making sure any minors can be identified by staff members
- Accurately and sensitively collecting information on access requirements, and passing this on to the Front of House team before the relevant performance
- Sales and stock take of merchandise
- Attending training as required
- Any other duties as reasonably required

PERSON SPECIFICATION:

Essential

- At least one year's experience of working in a customer-facing role in the live arts sector
- A solid knowledge and understanding of Spektrix ticketing sales systems
- Excellent attention to detail with the ability to work methodically and check own work for errors
- Excellent oral and written communication skills, with the ability to explain complex information clearly
- A problem-solver with a can-do, positive attitude and the ability to communicate in a professional and friendly manner
- Strong organisational and time management skills with ability to prioritise under pressure
- Able to demonstrate excellent customer service

Desirable

- An interest in Punchdrunk's work
- Experience of working on a commercial theatre production

EMPLOYMENT TERMS

- Zero Hours Contract
- Place of Work: Punchdrunk's home in Woolwich
- Due to the nature of this role evening and weekend work is required
- £13.15 per hour

NOTES TO APPLICANTS If you are called for an Interview you will be required to sign a Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY To apply, please complete the application form [here](#), providing your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and specifically how your experience matches the person specification.

If you have any questions or are experiencing any difficulties with the application process, please contact us at workwithus@punchdrunk.com

Applicants should provide contact details for two references and we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up one reference for candidates progressing past a first interview, prior to making an offer.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfil the duties of the post. Candidates who are shortlisted for interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

We particularly welcome applications from applicants living in the Royal Borough of Greenwich.

RECRUITMENT TIMELINE

Applications will be reviewed, and interviews will take place on a rolling basis.

Deadline for applications: 10am on Monday 22nd April

We reserve the right to close this vacancy before the advertised closing date if we receive sufficient applications for the role. Therefore, if you are interested in this role, we encourage you to submit your application as early as possible.