



BOX OFFICE ASSISTANT JOB DESCRIPTION & PERSON SPECIFICATION

Responsible to: Ticketing and Box Office Manager, Ticketing and Box Office Supervisor;

Key relationships: Producers, Ticketing and Box Office Manager, Box Office Assistants, Front of House Team, other show operations teams

Salary: £13.85 per hour (London Living Wage)

Contract: Casual Assignment, Zero hours

Deadline for applications: Rolling

Applications will be reviewed on a rolling basis. Shortlisted candidates will be notified in due course. If you are interested in this role, we encourage you to submit your application as early as possible. We reserve the right to close this vacancy as soon as we have received sufficient applications for the role.

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 Formed in the UK by Felix Barrett in 2000, Punchdrunk has pioneered a game-changing form of immersive theatre in which roaming audiences experience epic and emotional storytelling inside sensory theatrical worlds. Blending classical texts, physical performance, award-winning design installation, and unexpected sites, the company's infectious format rejects the passive obedience usually expected of audiences. Our award-winning productions invite audiences to rediscover the childlike excitement and anticipation of exploring the unknown and experience a real sense of adventure. The company's international production, *Sleep No More*, has celebrated 10 years of its extended run in the USA. In December 2016, a redeveloped version of the production opened in Shanghai and continues to run. *The Third Day*, a six part TV drama and theatrical broadcast created by Dennis Kelly and Felix Barrett aired on Sky and HBO in 2020. In 2022, *The Burnt City* opened in Woolwich, marking Punchdrunk's first masked show in London in almost a decade.

Punchdrunk's award-winning productions include *Faust* (in collaboration with the National Theatre, 2006), *The Masque of the Red Death* (2008), *Tunnel 228* (in collaboration with The Old Vic, 2009), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival, 2009), *Sleep No More* (with the American Repertory Theatre, Boston, Mass., 2009), *The Duchess of Malfi* (with ENO, 2010), *The Crash of the Elysium* (Manchester International Festival, 2011) and *The Drowned Man: A Hollywood Fable* (with the National Theatre, 2013).

THE ROLE

Punchdrunk is seeking enthusiastic and committed Box Office Assistants to join the Front of House Team on an exciting new show.

They should possess 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 box office.

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:

- Supporting the Ticketing and Box Office Senior with the management of the ticketing software and guest experience.
- Monitoring the Box Office email, providing timely and accurate responses
- Escalating non-ticketing related queries to the relevant department professionally and in a timely manner.
- Opening and closing the box office securely
- Assisting with the booking of House Seats and management holds, as required by the Ticketing and Box Office Manager and Producers
- Liaising with third party ticketing agencies to resolve any customer queries, and to troubleshoot any system issues
- Providing ticketing data and pulling reports for Seniors
- Checking the ID of any visitor who appears to be under 18, and making sure any minors can be identified by the performing company and Front of House staff.
- Selling Access tickets, and providing information to access customers in person, by telephone, and in writing.
- Accurately and sensitively collecting information on access requirements, and passing on to Access Stewards before the relevant performance.
- 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
- Knowledge and understanding of current 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 with Spektrix

- Experience of working on a commercial theatre production

EMPLOYMENT TERMS

- Zero hours contract
- Pension contribution, following completion of probation period
- 20 days holiday per annum pro rata + UK bank holidays
- Place of Work: Punchdrunk's Woolwich home
- £13.85 per hour (London Living Wage)

NOTES TO APPLICANTS

This is a guide to the nature of the work required. It is not wholly comprehensive and may be reviewed with the post holder and the line manager from time to time.

If you are called for an interview you will be required to sign 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.