



## **BOX OFFICE ASSISTANT - SHOW STAFF JOB DESCRIPTION & PERSON SPECIFICATION / THE BURNT CITY**

Responsible to: Box Office Manager

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

Salary: £11.05 per hour (London Living Wage)

Contract: Fixed term contract, various hours available across evenings and weekends

Deadline for applications: 12pm on Wednesday 25th May, by email, with the subject "Box Office Assistant" to [workwithus@punchdrunk.com](mailto: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. Punchdrunk has also announced a partnership with gaming giants Niantic.

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 experienced and collaborative Box Office Assistants to help with the operation of the box office for *The Burnt City*, specifically at show times. The successful candidates will work with the Box Office Manager to provide exceptional customer service to all visitors to *The Burnt City*. 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 incoming.

## **JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:**

- Monitoring the Box Office email during show shifts, providing timely and accurate responses
- Providing an efficient and welcoming counter service at performance times
- 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 guest tickets, as required by the Box Office Manager and Producers
- Liaising with SEE Tickets to resolve any customer queries, and to troubleshoot any system issues.
- Attending training as required
- Providing performance reports as required
- 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
- Excellent evening and weekend availability

### **Desirable**

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

## **EMPLOYMENT TERMS**

- Fixed-term contract
- Pension contribution, following completion of probation period

- 20 days holiday per annum + UK bank holidays
- Place of Work: Punchdrunk's home in Woolwich
- Due to the nature of this role evening and weekend work is required
- £11.05 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 submit 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.

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 1 reference for candidates progressing to a second interview, prior to making an offer.

Please submit your application by email, with the subject "Box Office Assistant" to [workwithus@punchdrunk.com](mailto:workwithus@punchdrunk.com) by 12 pm on Wednesday 25th May. Shortlisted candidates will be notified shortly after.

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 fulfill 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.

Recruitment timeline:

Deadline for applications: 12pm Wednesday May 25th 2022

Interviews: On rolling basis throughout May 2022

Contract commences: As soon as possible