

JOB DESCRIPTION

Box Office Sales Assistant

Reports to: Box Office Supervisors

Direct Reports: None

Capital Theatres is Scotland's largest theatre charity. Our three distinctive venues in Edinburgh - Festival Theatre, King's Theatre and Studio Theatre - offer over 700 extraordinary performances each year. From drama to dance, to musicals and family shows, live music and pantomime, we entertain and inspire audiences of all ages. We want everyone to have access to the arts in a way that works for them, whether that's on our stages or out in the community. We are committed to nurturing everyone's creative journey, supporting emerging talent and contributing to the future of the theatre sector.

Purpose of the role

The Box Office Sales Assistant is a key part of Capital Theatres' sales operation. The role is responsible for delivering excellent customer service while proactively driving ticket sales, memberships, donations, and cross- and up-selling opportunities across all performances and events.

Working as part of a busy and fast-paced Box Office team, the post-holder provides accurate information, processes bookings efficiently, and builds positive relationships with audiences, helping to maximise attendance, income, and long-term customer loyalty.

Our Vision

To share extraordinary live experiences with everyone, again and again.

Our Mission

We build a sense of belonging across our three theatres in Edinburgh, enriching the lives of those around us through the strength of our creative programmes and partnerships

Our Values

We care	We take a people-centred approach We go above and beyond so everyone feels welcome We are thoughtful, respectful and sincere
We share	We are collaborative, transparent and inclusive We truly listen and respond We are committed to widening access
We dare	We rise to any and every challenge We are ambitious in outlook We are courageous
Together we deliver	We have a 'can do' attitude and take pride in our professionalism When we collaborate, there is unmistakable energy We are trusted to deliver a quality experience every time

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the audiences, visitors and communities we serve in the City of Edinburgh and beyond. All employees are internal and external advocates of the organisation and expected to always uphold our values.

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Main duties and responsibilities

Sales and Customer Service

- Sell tickets via telephone and face-to-face at the Box Office counter; processing bookings efficiently and accurately.
- Respond to customer enquiries via telephone, email, webchat, and at the Box Office counter in a warm, professional, and welcoming manner, ensuring every interaction leaves a positive impression of Capital Theatres.
- Develop a strong knowledge of Capital Theatres' productions, events, memberships, fundraising activities, and wider offer.
- Proactively maximise sales opportunities through effective cross-selling and up-selling of productions, memberships, donations, backstage tours, touch tours, talks, and other products and services.
- Promote and sell Friends memberships and other audience development initiatives.
- Provide accurate and up-to-date information on performances, pricing, access services, and venue facilities.
- Support customers with online bookings, memberships and digital account queries.
- Maintain high standards of customer care, ensuring all interactions are welcoming, inclusive, and professional.
- Follow up on expired reservations and incomplete bookings where appropriate.
- Accurately balance and reconcile daily personal sales and transactions.

Data Management

- Maintain accurate customer records within the ticketing system, including de-duplicating records and updating customer information.
- Accurately capture and maintain customers' contact preferences, proactively encouraging customers to sign up to Capital Theatres' marketing communications.
- Support audience development activity through accurate customer tagging and segmentation for targeted communications and mailings.
- Handle customer data in accordance with GDPR legislation and Capital Theatres' data protection policies.

Working with other departments and to Capital Theatres' Business Plan

- Provide administrative support across the organisation as required
- Champion and promote Capital Theatres' productions, activities, and audience development initiatives.
- Work collaboratively with colleagues across departments to support organisational objectives and the delivery of Capital Theatres' Business Plan.

General

- Maintain excellent working relationships with colleagues, visiting companies, and customers.
- Maintain a clean, organised, and professional workspace within the Box Office and hot-desking environments.
- Work across both the Festival Theatre and King's Theatre as required.
- Support Box Office Supervisors with administration tasks, including processing internet bookings, preparing postal tickets and mailings
- Undertake any other duties reasonably required by the Head of Ticketing and Revenue, Ticketing and Revenue Manager, Box Office Supervisors or other member of the management team

Ensuring that Capital Theatres policies and procedures are followed

- Ensure all work is carried out in line with Capital Theatres' policies, procedures, and brand guidelines.

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- Work within Capital Theatres' financial control procedures and cash handling policies.
- Comply with relevant legislation and regulations, including Health and Safety, GDPR.
- Identify and suggest improvements to systems, processes, and customer service standards where appropriate.

These main duties and responsibilities are indicative and not exhaustive. Other duties may be necessary to fulfil the purpose of the post. This job description may be periodically reviewed and revised by the CEO and the Board in consultation with the post holder.

Person specification

Essential Experience	Desirable Experience
• Experience of working in a sales environment. • Experience of delivering excellent customer service in a busy customer-facing environment.	• Experience of handling customer data and working within GDPR guidelines. • Experience of using Spektrix ticketing system or similar CRM/ticketing software. • Experience of cross-selling and up-selling products, memberships, or additional services. • Experience of working in a theatre, arts, or entertainment environment. • Experience of handling customer enquiries by telephone, email, or online.
Essential Skills and Abilities	
• Good computer literacy and confidence using digital systems and online platforms • Excellent attention to detail • An enthusiasm for theatre, live performance, and the work of Capital Theatres	
Knowledge, Attitude and Behaviours	
• Commitment to excellence in customer service delivery • The ability to work collaboratively and contribute positively to a team environment • The ability to remain calm, organised, and courteous under pressure A flexible and proactive approach to work • Commitment to work flexible hours, including evenings and weekends • Punctual • A strong advocate for Capital Theatres, its vision, values, and work	

JOB DESCRIPTION

Main Terms and Conditions of Employment

	Category	Term
1	Tenure	Casual contract
2	Reporting to	Box Office Supervisors
3	Salary	£13.45 per hour
4	Hours	Varied
5	Annual Leave	Holiday pay (pro rata) paid weekly
6	Notice Period	None
7	Pension	The Company operates an auto-enrolment pension scheme with 3% employer contribution and 5% employee contribution (applies after 3 months service) Option to increase through additional voluntary contributions
8	Place of Work	Festival Theatre, Studio Theatre and King's Theatre
9	Additional Benefits	The Theatres offer a number of discretionary benefits including:- • Life assurance cover of 12x average weekly salary (up to max of £30,000) (applies after 3 months service). • Free and/or discounted tickets for performances (subject to availability) and complimentary Friends membership • 20% discount in the Festival Theatre Café
All other terms and conditions of employment are as detailed in the Employee Handbook		