

Application Pack Audience Experience Assistant (Box Office & Stage Door):20 hours

Please read all the information in this job pack and then complete our application form which can be found on our website here: <https://www.everymanplayhouse.com/jobs> to tell us about yourself and your experience; and to share with us your reasons for applying for the post and any other information you believe is relevant.

We will shortlist based on how each candidate shows us how they would fulfil the job description, but we believe that even if a candidate doesn't have all the experience we're looking for, they might still have the values, enthusiasm and qualities that would make them a great asset to the team, so please don't be put off from applying because you don't feel you have all the experience. If you would like to have an informal conversation about the role in advance of application, this can be arranged via the email address below.

The deadline for applications is **Wednesday 31st August at 9.00am.**

Applications should be sent to: recruitment@everymanplayhouse.com

Please also complete the equal opportunities monitoring form via <https://www.surveymonkey.co.uk/r/JJSWBKS> ; a summary of our Equal Opportunity Policy is also available on the website.

All applicants will be advised on the outcome of their application in writing.

Interviews will be held on the **8th September 2022**. Any offer of employment will be subject to the receipt of evidence of the right to work in the UK as defined under current legislation.

We are trying to make our application process as open and accessible as possible, so if you are experiencing any barriers to accessing the information, and would like this pack in a different format, or would like to submit your application in a different way, then please contact our recruitment team via the email address above, or by calling us on 0151 706 9113. We are always happy to discuss any requirements that candidates may have as a disabled person; someone with parental or caring responsibilities; or other reasons, and we will always try to make any adjustments possible to make participation easier.

LIVERPOOL

everyman & PLAYHOUSE theatres

The Liverpool Everyman & Playhouse (e&P) theatres are a local artistic force with national significance and an international reputation. Our two theatres are united by our passion for our art-form, our love of our city and our belief that theatre can transform lives. We believe our theatres can be a vital focus for the communities in the Liverpool City Region, telling stories which are compelling locally and nationally, supporting and attracting talent and contributing to Liverpool's reputation as one of the country's most vibrant cultural cities.

Our theatres strive to reflect the aspirations and concerns of our audiences, to dazzle and inspire them, welcome and connect with them, nurture the artists within them and fuel their civic pride. Wherever these connections happen – whether in our theatres, in the community, in schools, or outside Liverpool – we hope to ignite the imagination, explore what it is to be human, and always to exceed expectation.



Across the two theatres - one a 440-seat thrust configuration, the other a 670-seat proscenium - there is an opportunity to produce and present the richest range of work for the widest audience.



After entering a new relationship with Arts Council England (ACE) outside the National Portfolio in December 2018, LMTT has been working closely with Arts Council England (ACE) and Liverpool City Council (LCC) to create a resilient business model for the future. This new model is now in place and has served the organisation well as it has navigated the uncertainty caused by the COVID-19 pandemic.



OUR VISION

e&P WILL BE THE MOST RELEVANT
CHANGE MAKING THEATRE,
ARTISTICALLY INNOVATIVE,
TALENT ENHANCING,
SOCIALY IMPACTFUL,
AND REPRESENTATIVE OF EVERYONE



OUR MISSION

TO USE THE POWER
OF THEATRE TO INSPIRE,
ENTERTAIN AND NURTURE
POSITIVE SOCIAL CHANGE



OUR VALUES

COLLABORATIVE
WE LISTEN, WE SHARE, WE CO-CREATE

CREATIVE
WE BELIEVE IN THE POWER OF CREATIVITY TO
INSPIRE AND CHANGE LIVES

COMPASSIONATE
WE ARE OPEN-HEARTED, GENEROUS
AND SUPPORTIVE

COURAGEOUS
WE ARE DARING AND BRAVE – A VOICE
FOR THINGS WE BELIEVE IN

We have established relationships in the communities of Merseyside, nurtured through an extensive and innovative outreach and education programme, and believe passionately that the creation, delivery and experience of the highest quality theatre must be open to all. We nurture and develop the artists and creative workforce for tomorrow through our award-winning Young Everyman Playhouse programme (YEP). YEP is much more than a youth theatre, it is a ground-breaking, multi-disciplinary talent development programme. We want YEP members to progress to work in our theatres, on our stages and in the local theatre ecology, as well as influencing and making theatre nationally and internationally and bringing new ideas, work and practice back to Liverpool.

We are committed to diversity and equality and expect all staff to be active in promoting diversity and supporting people to experience our work and buildings. In 2020, we brought together a group of Trustees, staff and co-opted external members to form a Diversity Action Group, considering the actions we could take as an organisation to progress our commitment to diversity. We recognise that our workforce is not as representative as we would like it to be and are committed to positive change.

With this in mind, we particularly welcome applications from ethnically diverse and disabled applicants, and we are a Disability Confident Employer. We are also a strategic partner with PiPA (Parents and Carers in Performing Arts – www.pipacampaign.org), who campaign to enable and empower parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives.

All members of the Audience Experience team aim to provide an excellent standard of customer care; ensure licensing legislation is upheld across the theatre sites; look after the audience health, safety and welfare and develop opportunities to increase earned income throughout the front of house operation.

The Audience Experience Team are responsible for the delivery of all events that happen across the two theatres. This can range from a show on the main stage, studio or external venue; a wedding or party; community activities such a play reading or art class or a commercial hire of our kitchen space.

We are developing our bar and catering offer with a café, theatre bar and Bistro space at the Everyman and theatre bars at the Playhouse.



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ENGLAND**

www.everymanplayhouse.com



*Thank you to the
City of Liverpool for
its financial support*



Audience Experience Assistant

(Box Office & Stage Door): 20 hours

Responsible to: Audience Experience Supervisors (Box Office & Stage Door)

Responsible for: n/a

Purpose of Role

- To provide box office and general information services to audiences, staff and visitors in person and over the phone
- To contribute to income generation for the theatres inclusive of all types of sales
- To be an active part in the buildings evacuation plan, building security and staff welfare
- To support the operation of both buildings
- To support the delivery of the Audience Experience Plan
- To deliver a seamless and excellent experience for all our audiences

Vision, Mission and Values

Key to all roles within e&P is each person's absolute commitment to the organisational vision, mission and values which are as follows:

Vision

LMTT will be the most relevant change making theatre, artistically innovative, talent enhancing, socially impactful and representative of everyone

Mission

We use the power of theatre to inspire, entertain and nurture positive social change

Values

Collaborative: we listen, we share, we co-create.

Creative: we believe in the power of creativity to inspire and change lives.

Compassionate: we are open-hearted, generous and supportive.

Courageous: we are daring and brave – a voice for things we believe in.

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the Liverpool City Region, advocating e&P's role in its civic duty to the city.

Main Duties

Operations

- Ensuring a friendly and efficient point of contact to visitors and company members; dealing with general enquiries in person, or by telephone or email, directing people to the relevant department, or taking messages
- Accepting and sign for deliveries, ensuring relevant departments are informed and deliveries reach their intended destination

- Ensure the accurate input and update of customer information for all bookings, following guidelines for data capture and system maintenance
- Complying with delivering the schedule of daily tasks (including opening and closing procedures) as outlined by Audience Experience Manager (Box Office & Stage Door)
- Maintain a good working knowledge of staff roles and responsibilities within their department
- Maintain a good working knowledge of the building layout, building operation, production schedule and all activities
- Add requests to maintenance and IT logs

Building Safety

- Ensure the stage door and box office reception areas are kept tidy and free from hazards
- Be knowledgeable about your role in fire evacuation and drill tests
- Act as a first aider (training may be required)
- Be reactive to potential or real threats to our building security
- Provide access solutions to the buildings – swipe cards, keys, VMS system

Audience Experience

- Ensure a friendly and efficient point of contact to audiences, visitors and company members, maintaining the highest level of service and presentation at all times
- Keep all information available to audiences and visitors up to date, ensuring that the box office and stage door reception areas are always tidy and welcoming
- Read scripts and attend performances for E&P productions and visiting company performances to provide customers with an informed view of a production
- Support the delivery of an Audience Experience Plan that engages audiences, enhances their experiences and increases income
- Ensure an up to date knowledge of all performances, campaigns and activities of LMTT
- Act as an ambassador for the Trust at all times

Income Generation

- Use Tessitura to deliver ticketing services to audiences to maximise income and achieve targets set out in the Business Plan
- Ensure customers and potential customers are given the opportunity to purchase additional activities to enhance their experience (including offering merchandise, sales promotions, support events and services, meal deals, travel information etc.)
- Undertake tele-sales and market research calls as required to support the work of LMTT

General

- Follow departmental procedures for banking reconciliation
- Provide regular reports and logs as requested, such as taxis, key and radio logs, signing in/out sheets, deliveries etc

- Comply with all Health and Safety legislation, the Data Protection Act and PCI Compliance
- LMTT is committed to the safeguarding of children and people to whom we have an enhanced duty of care, and therefore may at their discretion require any member of staff to submit a satisfactory enhanced check from the Disclosure and Barring Service (DBS), depending on the activities they are carrying out.
- Work in the best interests of e&P at all times, and in accordance with company policy, the staff handbook, health & safety regulations, safeguarding, data and IT
- Be an effective representative of e&P in all situations and demonstrate the highest level of audience care, advocacy and service
- Take positive action to promote Equal Opportunities in all aspects of the work of e&P
- Maintain confidentiality in all areas relating to LMTT and e&P as appropriate
- Maximise income and minimise expenditure wherever possible
- Use best endeavours to improve sustainability and reduce negative environmental impact
- Work with the e&P Higher Education and community partners, sharing expertise and offering insight into the methodologies called upon in your day-to-day working life
- Carry out any other duties as may be reasonably expected of the post

This Job Description is indicative and not exhaustive, and it will be reviewed regularly to ensure that it reflects the evolution of the company, and the skills and personal development of the post-holder; a flexible approach to work in all roles is essential.

Person Specification:

Essential experience, knowledge and understanding

- Front line experience in a customer facing environment
- Confident sales person in a cross-counter and/or telephone sales environment

Desirable experience, knowledge and understanding

- Handled and accounted for money
- Use of a ticketing and CRM system such as Tessitura.
- Experience of emergency evacuation responsibility or fire marshal training.
- An interest in the operational aspects of theatre or venue management
- First Aid Certificate

Essential skills and abilities

- Calm, confident and polite manner to create a safe and welcoming space for people from all backgrounds
- Active listening skills
- Excellent communication skills, written and verbal
- Excellent time-keeping
- Able to work alone with minimum supervision
- Use of Microsoft packages; specifically Word, Powerpoint and Excel
- Attention to detail; especially in relation to financial and customer information
- Passion for working with people from all backgrounds
- Passion for theatre and ability to communicate its potential for audiences
- Pro-active and flexible attitude to the needs of the department

Main Terms and Conditions of Employment

Reporting to:	Audience Experience Manager (Box Office & Stage Door)
Tenure:	This is a permanent part time contract, and is subject to a probationary period of three months
Salary:	£9 880 per annum (£9.50 per hour) For any additional hours worked over 20, payments at single time will be made, up to 40 hours per week. Double time payments are applied to Sundays and Statutory English Bank Holidays.
Hours:	20 hours per week. Working hours are between Monday to Saturday, 9am – 11pm
Annual Leave:	28 days pro rata per holiday year (1 January – 31 December) inclusive of statutory English bank holidays. You may be asked to take up to two weeks' annual leave during July and August, or other quiet periods. Annual leave requests may be restricted during peak operational periods; however, requests will not be unreasonably refused.
Notice Period:	One week during probation; two weeks thereafter from either party
Pension:	The Company operates an auto-enrolment pension scheme. This employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).
Place of Work:	Mainly at the Everyman and Playhouse Theatres