

**INFORMATION PACK  
BOX OFFICE SUPERVISOR**

Thank you for your interest in the above vacancy. We're really happy that you've found us.

Details of the background and context to this role can be found in this pack.

**How to apply**

Your completed application should include the following:

1. An application form which includes a personal statement in written or recorded format
2. Your up-to-date CV
3. A completed equal opportunities monitoring questionnaire - this form is optional, and your completion or non-completion of the form, or any of its sections, will not have a bearing on your application.

Once you have completed your application documents, please return them before the closing date to:

Lyn Maytum  
Executive and Project Assistant  
Creative Folkestone  
Quarterhouse  
Mill Bay  
Folkestone  
Kent CT20 1BN

or email your completed application to [recruitment@creativefolkestone.org.uk](mailto:recruitment@creativefolkestone.org.uk)

If you have any questions relating to this vacancy, please contact Hayden Noakes by email: [haydennoakes@creativefolkestone.org.uk](mailto:haydennoakes@creativefolkestone.org.uk) or phone 01303 760740 for an informal chat

**Deadline**

Closing date for applications: **10am Monday 25 November 2024**

**Interview process**

Interviews will take place: **Tuesday 3 December 2024**

**Start date**

Dependent on successful candidates' availability: **Immediately**

## **ABOUT CREATIVE FOLKESTONE**

Creative Folkestone believes in the power of creativity to transform people, places and communities. We are passionate about this and believe it will inspire others to be curious and imagine a changed future. We will enable and collaborate with them to make this vision happen.

This will be fun but requires specialist knowledge; at times we will be radical and irreverent, but we will take on the challenges and risks our work demands.

Established in 2002, Creative Folkestone has a remarkable record of success having already transformed what was the most run-down part of Folkestone. A creative community of over eight hundred people has been established in ninety restored buildings in the Creative Quarter. Quarterhouse, a performance venue for music, theatre, dance and comedy has been built and now has a programme that attracts a widely diverse audience from all over the area. The region has been animated by five internationally acclaimed visual art Triennials, the largest exhibition of newly commissioned art in the UK, the Folkestone Artworks, the UK's largest display of contemporary art in an urban setting open 24 hours a day 365 days a year, a performance programme and an annual book festival. The area is populated by artists and home to creative industries and a resource for higher education study and research; all this has created many hundreds of jobs.

The charity has recently added stewardship of Prospect Cottage, Derek Jarman's home in Dungeness along with an artists' residency programme, has written the vision, strategy and plan for the district's new garden town, Otterpool, and been instrumental in bringing the polluted old gasworks site in Ship Street back to public ownership as a housing development.

Creative Folkestone is driven by a committed and friendly workforce, led by a knowledgeable and dedicated voluntary board.

We have declared that **FOLKESTONE IS AN ART SCHOOL** and all our projects are underpinned by an inspirational learning and engagement programme that works with schools, community groups and the people of Folkestone across art-form, age and ability.

[www.creativefolkestone.org.uk](http://www.creativefolkestone.org.uk)

## **JOB DESCRIPTION**

### **BOX OFFICE SUPERVISOR**

<b>Reports to:</b>	Head of Venue and Programming
<b>Location:</b>	Based at Quarterhouse, Mill Bay, Folkestone, Kent CT20 1BN
<b>Salary:</b>	£23,650
<b>Hours:</b>	Full-time. 35 hours per week - generally 9.30am - 5.30pm Tuesday – Friday, with occasional evening and weekend working.

### **JOB PURPOSE**

The primary duties of this role are the management and supervision of the daily operations of the box office, with occasional duty management of our daytime and late-night events.

The Box Office Supervisor is responsible for maintaining the Box Office/ back office and foyer area, facilitating ticket sales, building events and festivals on our ticketing system and website, training Visitor Experience Assistants on box office functions, and providing excellent customer service to all.

The role is also there to support and help deliver an integrated visitor experience across all Creative Folkestone projects and activities, currently including; Creative Quarter, Quarterhouse, Folkestone Artworks, Folkestone Triennial, Folkestone Book Festival, Prospect Cottage, and The Clearing bar, in order to boost visitor engagement, satisfaction and spend.

This role is a full-time position with non-typical office working hours and shift work. It will usually be based at Quarterhouse Box Office Tuesday - Friday, with the additional day either duty managing evening and weekend events or sometimes in the office on a Monday. Working days will be scheduled by the Assistant Venue Manager in accordance with the needs of the programme.

### **KEY RESPONSIBILITIES**

#### **Box Office:**

- Provide a welcoming and inclusive first point of contact for all visitors, in person, online and by telephone, following agreed procedures and in accordance with direction and development from the Assistant Venue Manager.
- Build events and festival passes on our ticketing software, Spektrix, for our website and sales interface. Liaise with different departments and external clients as required.
- Prepare, open, supervise and close assigned visitor areas, including Box Office, Artworks/Triennial/Book Festival visitor centres and similar, in accordance with agreed procedures and ensuring that the focus is always on customer service and safety.
- Support the Assistant Venue Manager in the occasional supervision of Visitor Experience Assistants, who you will work alongside, by coordinating box office and Quarterhouse building activity
- Demonstrate a proactive example of customer service and box office management.

- Promote and process memberships, donations, ticket sales, and tour bookings on the phone and in person.
- Support the Assistant Venue Manager in preparing and posting memberships packs where required.
- Engage with all visitors and ensure that they have the information they need to make the most of their visit and are encouraged to widen their awareness of and engagement with the wider Creative Folkestone offer.
- Proactively maintain knowledge and understanding of Creative Folkestone activities and share this knowledge with visitors and colleagues wherever possible.
- Respond to all visitor enquiries, feedback and complaints promptly and professionally, following agreed procedures.

### **Visitor experience and duty management:**

- Duty manage inside and open-air public events, ensuring that the assigned front of house team and security are briefed and supervised supportively and effectively. This includes a variety of events such as late-night music events, live theatre streaming, cinema screenings, comedy and family events.
- Attend weekly Visitor Experience team meetings to look ahead at the weeks' activity and plan accordingly.
- Work supportively and collaboratively with team colleagues and the Assistant Venue Manager, offering and receiving feedback so that procedures and processes are continually improved.
- Support the Assistant Venue Manager in administrative tasks where necessary.
- Collate information on upcoming events and distribute to casual Visitor Experience Assistants.
- Alert the Assistant Venue Manager of any identified gaps in any information or skills across the Visitor Experience team that create a barrier to providing the best possible Creative Folkestone visitor experience.
- Oversee the community hire program based out of the Digital Glassworks Studio, meeting objectives as defined by Creative Folkestone.
- Liaising directly with all community hires, giving in-person tours of facilities, and ensuring security and safety inductions for all users of the space.

### **Financial:**

- Run and prepare weekly box office income reports and submit to the Assistant Venue Manager for processing.
- Carry out any assigned sales activity – whether via box office, café bar, or the visitor centre – positively and sensitively, so that all visitors are aware of all possible opportunities to support and engage with Creative Folkestone, including through related ticket sales, upselling food and beverage, or encouraging membership sign up or on-site donations.
- Alert the Assistant Venue Manager to any identified opportunities for increasing commercial income and profitability, in line with Creative Folkestone's values and vision.
- Provide accurate and secure visitor-related income handling across all assigned activities.
- Work to individual and team income targets, including on-site ticketing, food & beverage, merchandise, membership sales and individual giving.

**Health, safety and security:**

- Act as main Duty Manager and First Aider during assigned Duty Manager shifts, alerting the Assistant Venue Manager of any concerns about information, training, procedures or processes that may arise.
- Follow all licensing, health and safety, security and emergency requirements and procedures as agreed during all working hours.

**Other:**

- Undertake Creative Folkestone development activities as required.
- Comply with all Creative Folkestone policies and procedures.
- Undertake such duties as may be required to successfully realise the purpose of this role.

**Terms and Conditions:**

Full conditions are as per the written statement of employment.

Full training will be provided to deliver the key responsibilities.

**PERSON SPECIFICATION**

Essential elements should be demonstrated before and during employment in this role; desirable elements should be developed and maintained once in role.

<b>KNOWLEDGE &amp; EXPERIENCE</b>	<b>Essential</b>	<b>Desirable</b>
1. Some experience of working in a welcoming customer-facing role, working with a diverse range of visitors or customers	X	
2. Some experience of selling items through a computerised sales system, such as event ticket sales or similar	X	
3. Some experience of selling items using an EPOS (electronic point of sale) till system, or similar	X	
4. A good track record in accurate and trustworthy transaction management experience within a high-volume sales environment	X	
5. A good track record in following set procedures reliably and consistently	X	
6. Some experience in supervising a commercial bar in multiple FOH roles	X	
7. A good track record in responding positively to financial targets and delivering agreed sales goals	X	
8. Broad knowledge of and enthusiasm for contemporary art and culture	X	
9. Some experience working in an arts or hospitality setting.	X	
10. Experience duty managing at events/Venue	X	
11. Experience of conflict resolution, especially in a night-time setting		X
12. Some experience of loading items and analysing stock control reports using an EPOS till system or similar		X
13. Experience working with external staff members		X
14. Experience in ticketing and event build processes		X
<b>SKILLS</b>	<b>Essential</b>	<b>Desirable</b>
1. Excellent interpersonal communication skills, including a confident and welcoming demeanour in person and on the telephone	X	
2. Ability to learn new processes and absorb new information from various sources effectively (including training sessions, ad hoc discussions, online research and other written materials)	X	
3. Unafraid of trying new ways of working	X	
4. Ability to adapt communication style according to customer needs and expectations	X	
5. Accurate numeracy skills	X	
6. Effective communication and professional relationship management skills	X	
7. Demonstrative skills and experience using Microsoft Excel and Word	X	
<b>ATTRIBUTES</b>	<b>Essential</b>	<b>Desirable</b>
1. Calm, focussed and motivated under pressure	X	
2. Discretion and confidentiality	X	
3. Reliable and collaborative team-player	X	
4. Commitment to providing inclusive and accessible customer service to all	X	
5. Committed to Creative Folkestone's aims and objectives	X	