**HAMPSTEAD THEATRE RECRUITMENT PACK**

**SALES AND ACCESS MANAGER**

Thank you for your interest in the role of **Sales and Access Manager** at Hampstead Theatre.

To apply for the position, please complete the application form with particular emphasis on how you meet the person specification.

You should send your completed application form to jobs@hampsteadtheatre.com.

The deadline for the position is **Friday 10th July at 5pm**.

**DIVERSITY STATEMENT**

Hampstead Theatre believes that theatre and the arts must be relevant and accessible to the many, not just to the few.

Hampstead Theatre is an equal opportunities employer opposed to any form of direct or indirect discrimination and aims to positively engage with people from all backgrounds.

We welcome applications from candidates from diverse backgrounds.

**ACCESS STATEMENT**

If the application form is not a suitable application method for you because of an impairment or disability please contact us to make alternative arrangements.

**THE HAMPSTEAD STORY - ORIGINAL AMBITIONS.**

Our belief: To entertain the world with originality

Our purpose: We believe the greater the ambition, the greater the impact

Welcome to Hampstead Theatre. We were born in a humble hut over fifty years ago. Our simple mission was to create original theatre without creative restriction. We quickly attracted a generation of talent that helped to redefine British Theatre. That not only entertained but propelled the art form forwards. From Harold Pinter testing out his early plays here to the likes of Mike Leigh, Michael Frayn, Brian Friel and Terry Johnson – to name just a few. Original thinkers, every one.

We’re still driven by the same ambition. To challenge, influence and shape the future of British theatre. To create the future mainstream - entertaining experiences that are original and ambitious. We see ourselves as part of a rich tradition that stretches back to the age of Shakespeare. A tradition that mixes craftsmanship with entrepreneurship. Commercial success with critical acclaim. And a creative eye that seeks out variety – from musicals like Sunny Afternoon to mould-breaking plays like *#aiww: The Arrest of Ai Weiwei* and *Chariots of Fire*. We were the first to turn a theatre into an Olympic park.

We left our hut a long time ago and now occupy London’s newest theatre. Purpose built for the 21st century to allow our writers, actors, directors and producers maximum creative flexibility. It’s from this base that we will take our work to the wider world. To the West End. To the Internet. And beyond. Our ambitions are big. We aim to move theatre forwards with new ideas, talent and energy to excite our audiences with the lateral, the fresh and the unexpected. It’s part of our belief that innovation, reinvention and surprise are the lifeblood of true entertainment. Here’s to the future – it belongs to those who cherish originality.

**SALES AND ACCESS MANAGER – JOB DESCRIPTION**

A vacancy has arisen at Hampstead Theatre for an exceptionally talented individual to join an ambitious team dedicated to creating original and entertaining theatre.

The Sales and Access Manager works closely with the Head of Sales to maximize revenue from the sale of tickets, ensure the highest standards of customer care are maintained at the box office and champion access provision throughout the organisation.

The successful candidate will be an excellent salesperson with high standards of customer care and an ability to inspire other colleagues in the team. They will have previous box office experience in a relevant environment and the ability to work without supervision, think flexibility and remain calm under pressure.

**DUTIES**

**Sales and promotion**

* Supporting the Head of Sales in providing an efficient and productive booking system for the public, including counter, phone and online sales.
* Supervising and carrying out the sale of tickets, memberships and merchandise to the public.
* Maximising tickets sales and actively promoting the theatre and all its activities.
* Providing sales data, customer analysis and other reports for the company as required.

**Staff management**

* Motivating the box office team to maximise sales and provide high standards of customer care.
* Ensuring the box office is staffed appropriately.
* Being first point of call for all staff and managing the staff rotas.
* Training box office staff at both induction stage and beyond, ensuring that high standards of service are maintained.

**Customer Care**

* Ensuring the box office reception offers a friendly, welcoming and helpful environment for visitors to the building, especially, those with access needs.
* Acting as reception point for the building.
* Assisting the Head of Sales in ensuring all box office information such as booking and concession policies, opening hours and visitor information are accurately and appropriately publicised via the website and recorded phone announcements.
* Dealing with customer comments and complaints in an appropriate manner.

**Box Office Procedures and Systems**

* Cashing up tills at the end of the day and carrying out financial reconciliation and reporting.
* Setting up events and ticket offers on the box office system, as required by the Head of Sales.
* Accurately recording customer data and keeping the database accurate and updated in compliance with data protection principles.

**Access Provision**

* Championing and advocating the access provision throughout the organisation.
* Maintaining the Access Membership scheme.
* Keeping abreast of developments in access provision and services in the theatre and arts industry and innovating for the introduction of new services, ensuring the access provision at Hampstead Theatre is current best practice.
* Attending external training courses on access awareness, and relaying this training to Box Office & Front of House Teams.
* Programming and liaising with Stage Text and other external access service providers to schedule assisted performances.
* Ensuring a high level of service is provided to users of accessible performances.
* Ensuring access equipment such as Infra-red Headsets is fully functioning and that staff are adequately trained to demonstrate their use to customers.

**Other activities**

* Assisting the Head of Sales in coordinating press and guest night invitations, seating allocations and house seats.
* Overseeing main house post show discussions and finding a suitable chairperson to host them.
* Processing ticket requests for VIPs and patrons, as required.
* Participating in marketing initiatives and promotions.
* Ensure the Sales operation is consistent with Hampstead Theatre’s brand identity and guidelines, as outlined by the Marketing Director, and contribute new ideas to the ongoing development of the brand.
* Deputising for the Head of Sales as required.
* Undertaking any other duties as may reasonably be required.

**SALES AND ACCESS MANAGER – PERSON SPECIFICATION**

* A genuine passion for bold, ambitious, original theatre.
* Approachable demeanour and ability to communicate and advocate the work of the theatre.
* A genuine passion for widening theatre accessibility for all sectors of the community, especially for Deaf and disabled people.
* Excellent interpersonal, communication and customer care skills.
* Relevant box office experience within an arts or events environment.
* Excellent IT skills and experience of using computerised box office systems (Hampstead Theatre uses Spektrix)
* Tactful, diplomatic and able to maintain confidentiality for sensitive information.
* Highly accurate and well-organised with good time management skills.
* Previous experience of cash handling procedures.
* Ability to remain calm whilst working under pressure.
* Ability to motivate a team to achieve high standards of customer care.
* Flexible, responsive and a team player.
* Available for evening and weekend events when necessary.

**SALES AND ACCESS MANAGER – TERMS AND CONDITIONS**

**Salary** – c.£22k p.a.

**Hours** – This is a full-time position working a 35-hour week. The Box Office is normally open Monday to Saturday 10am – 8pm. The Sales and Access Manager will be expected to work hours that provide sufficient senior box office staff cover on a rota basis. The successful candidate must be available to work a minimum of two Saturdays per month as well as regular evening shifts.

**Holiday** – 25 days annual leave.

**Contract** – Permanent, after completing three months’ probation.

**Other benefits:**

Interest-free season-ticket travel loans.

Complimentary tickets for performances (employees will see all Hampstead Theatre Productions – additional tickets will be dependent on availability).

Employer’s contribution to NOW! pension scheme.

10% discount at Hampstead Theatre’s Café Bar.