



JOB TITLE: Box Office Assistant
HOURS: 3-4 shifts (of 6 hours each) per week inc Sundays
LOCATION: London, NW3 (occasional travel required)
REPORTING TO: JW3 Box Office Manager
ANNUAL LEAVE: 20 days (pro rata)
SALARY: £9.60 per hour

ABOUT JW3:

JW3 is a non-profit Jewish Community Centre based in London NW3, open to all, regardless of race, religion, belief, gender, sexuality, ability or age. We opened our doors in October 2013 and currently receive around 200,000 visits each year to our purpose built centre that houses a Cinema, Restaurant, Bar, Café, Nursery, and over a dozen spaces where a year-round programme of over 6,000 activities takes place, including adult education, language classes, theatre, music performances, youth programmes, after-school activities, food & drink workshops and demonstrations, parties, 'big name' talks and debates, films, family programmes and more. We are a registered charity and a company limited by guarantee.

Our Vision is of a vibrant, diverse, unified British-Jewish community, inspired by and engaged with Jewish arts, culture, learning and life. Our Mission is to increase the quality, variety and volume of Jewish conversation in London and beyond.

PURPOSE OF ROLE:

Working as a core part of JW3's Box Office Team and reporting directly to the JW3 Box Office Manager, you will sit at the main Reception desk on the first floor. You will provide a warm, friendly and efficient service to members of the public and users of the Centre – predominantly, but not solely, participants of JW3 events and activities - delivering excellent service to users and visitors at all times in order to help fulfil JW3's Vision and Mission.

SPECIFIC RESPONSIBILITIES & DUTIES:

1. Box Office Responsibilities

- Ensure JW3 provides a smooth, professional and appropriate approach at all times.
- Meet and greet visitors to JW3 providing an inviting and warm welcome that reflects our values.
- Be one of the first points of contact for enquiries about JW3 events on the phone, by email or in person.
- Be one of the key 'super users' of Spektrix (or any other Box Office system we may use in future), setting up events and ticket offers and managing and updating ticketing information as required.
- Take bookings and sell tickets for JW3 events on the telephone using the Spektrix booking system.
- Answer calls professionally, maintaining a warm and friendly manner, and return calls from JW3 visitors with questions/ complaints promptly, efficiently and effectively.
- Deal with enquiries, comments and complaints communicating these as necessary to other members of staff.

- Provide exceptional service to users of the Centre, presenting JW3 in a positive and favourable manner at all times.
- Ensure Spektrix is accurately maintained, performing regular checks and cleaning duplicates as necessary.
- Enter new information on to Spektrix as and when supplied by other members of the JW3 team.
- Constant monitoring of Spektrix to remove “broken email addresses”
- Management of mailings to people with no email addresses – to gather email addresses and to people with no postal address to gather postal addresses.
- Ensure data protection policies are upheld
- Understand the programme of events and activities and be able to provide information about these events, and deal with user/member enquiries.
- ‘Up sell’ memberships and other offers on the phone or in person.
- Ensure the smooth flow of internal communication between the reception and the Programme Team and the Operations Team.
- Good cash-handling as needed.
- Answer the phone and transfer calls to the team, and take messages in their absence when needed.
- Be a point of contact to people arriving at the JW3 office for meetings with JW3 staff
- Use the Artifax room/space scheduling software system, including monitoring clashes, preparing and printing reports etc.
- Provide support to the wider JW3 staff team as required and agreed with your line manager.
- Ensure the reception area is maintained to a high professional standard and that all marketing material in the reception/front-of-house areas is up-to-date and professionally displayed.

2. Liaison with JW3 Colleagues

- Supply all relevant ticket-sales or other data as requested by Director of Programming or any of the relevant senior staff.
- Ensure Housekeeping or the Building Manager/Duty Manager are informed of any building related matters.
- Work with the Box Office Manager and the COO on any complaints or feedback received.
- Work with the programmers to help support them with their events.
- Work with ushers or volunteers when relevant, ensuring they are given the appropriate information and support.

3. Promoting and Representing JW3

- Protect and enhance the reputation of JW3, presenting the organisation in an appropriate and professional manner to stakeholders.
- Act as an advocate for the impact of JW3’s work where appropriate.
- Build appropriate relationships with relevant organisations to raise JW3’s positive profile.

4. Other Responsibilities

- Attend all relevant staff meetings, supervisions, training days etc.
- Act as an ambassador/point of contact in the JW3 office – answering the telephone, welcoming guests as needed.



- Undertake other reasonable duties as required by your line manager or member of the Senior Staff Team.

PERSON SPECIFICATION

All staff must wholeheartedly buy into JW3's mission, vision, values and guiding principles. A belief in the importance of inclusivity and working cross-communally, and a commitment to high quality Jewish engagement, arts and culture, and community-building is critical.

Essential Skills and Experience

- Successfully working under pressure, with multiple demands and in a changing environment.
- A confident and friendly manner with the public and a professional/smart appearance
- Excellent written and verbal English communication and numeracy skills, including telephone manner.
- Motivated, highly organised, with initiative and good time management skills.
- Able to interact confidently and build relationships with a wide range of outside contacts at all levels.
- Extremely thorough – with attention to detail and strong organisational skills.
- Team player.
- Professional manner – efficient and effective.
- Enthusiastic and eager to learn.
- Outgoing, friendly and willing to pitch in and help others within the team.
- Flexibility with a pro-active and creative approach to problem solving.
- Solid, appropriate level of IT skills, including using Word, Excel, PowerPoint, internet, Outlook and databases.
- An enthusiasm, understanding and experience of 'customer service' and sales techniques
- Strong team work and communication skills with a positive attitude and obvious drive
- Basic cash-handling skills and experience.

Desirable

- Experience of successful community Centres – having been an active, involved member, instructor/teacher, and/or staff member.
- Previous experience in a Front of House/Reception/Box Office setting
- Experience working in a relevant position at an arts venue, live performance venue, theatre or cinema.
- Working in a 'customer service' role, especially in the non-profit sector.
- Working with volunteers.
- A demonstrable personal interest in and experience of the arts, culture and Jewish life
- Experience of working successfully with Artifax and Spektrix.
- Experience of working with a computer-based Box Office or ticketing system.

Personal Qualities

We are looking for someone who:

- Shows commitment to furthering JW3's vision and goals.
- Is articulate, charismatic and dynamic.
- Has a proactive and flexible approach to work, including a willingness to work outside their regular hours – e.g. in the evenings, weekends and Bank Holidays - as required. NB, to serve the needs of a community Centre that operates 15 hours per day for 6-7 days per week, all JW3 staff may be required to work outside their 'normal' working hours at times.



- Has a natural ability to effectively work in teams and form positive relationships.
- Has passion, drive, commitment and integrity.

Qualifications

- Preference will be given to those with relevant qualifications.