

# THE GUILDHALL TRUST



**TITLE:** Ticketing and Reception Services Assistant

**DEPARTMENT:** Box Office and Reception

**RESPONSIBLE TO:** Ticketing and Reception Services Manager

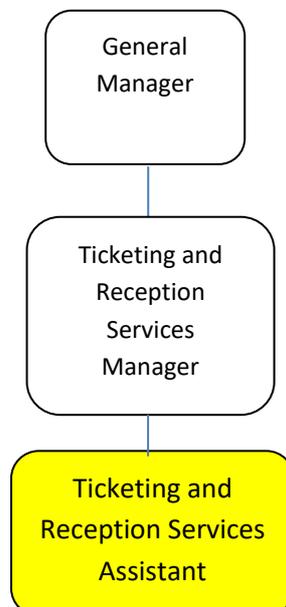
**HOURS:** 30

**PAY:** £9.00ph

## Purpose of Job

To work in our box office and reception. To sell tickets face-to-face for all our concerts throughout the year and to deal with ticket related enquiries. To be the first port of call for all Guildhall enquiries, providing information, direction and a first-class customer service response in line with the venue's operational values.

## Organisation Chart



## Principal Responsibilities

1.	To process tickets from a range of sources including in-person, post, telephone and on-line requests in a courteous and professional manner and ensuring that accurate customer data and information is captured onto the Ticketmaster Box Office system.
2.	You would need to be confident in applying the financial processes of The Guildhall Trust, including end of shift reconciliations of financial processes for the box office and banking procedures.
3.	To act as the first point of contact when people enter the Guildhall, to provide a warm welcome and to provide general reception duties for the Guildhall Trust, as well as all the Guildhall office tenants.
4.	To have detailed knowledge of the activities in the building in order to respond and assist with enquiries on all Guildhall offers, including our conference, seminar, events and wedding packages, room hire rates, art galleries, Café and VIP offers. You need to demonstrate strong sales skills in selling these products/ offers.
5.	To support marketing and administration with information gathering, data collection and the distribution of information to clients and customers. To support teams in the promotion of the venue's events and spaces.
6.	To be part of the wider 'Team Guildhall'. To work with colleagues across departments showing support and to aid in problem solving when required.

## Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the business. This will include evenings and weekends.

Good oral and written skills are essential and post holders must be willing to work flexible and unsociable hours.

Finance: Cash handling

## Location

The post holder will be located at the Guildhall in Portsmouth.

## Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Essential: - without which the candidate would be rejected

Desirable: - useful for choosing between two good candidates

Attribute	Essential	Desirable
Experience	<p>Demonstrable experience &amp; knowledge of working with on a busy reception or in a customer facing role.</p> <p>Demonstrable experience of working in an environment where good customer care is prioritised.</p>	<p>Experience of selling ticket.</p> <p>Previous experience in working in a 5-star customer facing environment.</p>
Skill/ Abilities	<p>Excellent communication skills (oral and written).</p> <p>An ability to assess and respond to people and a wide range of customer based issues and situations, and to remain calm and professional while dealing with and prioritising numerous duties.</p> <p>Good sales skills, ability to up-sell, to use initiative and to promote the venues product.</p> <p>An ability to present a calm and friendly exterior to the customer and client at all times.</p> <p>Good ICT skills, especially in Word, Excel and Access.</p> <p>Confidence in numeracy.</p>	
Education & training	<p>I.T. Training</p> <p>Customer Service experience</p>	<p>NVQ qualification</p> <p>Customer service training</p>