

NOTTINGHAM PLAYHOUSE

Recruitment Pack

BOX OFFICE DUTY SUPERVISOR

August 2022



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**ARTS COUNCIL
ENGLAND**



Nottingham
City Council



JOIN OUR WELCOME TEAM AS BOX OFFICE DUTY SUPERVISOR

Nottingham Playhouse welcomes over 120,000 visitors to our theatre every year and it's our Box Office and Welcome Team that make sure all our audience members and visitors have an enjoyable and memorable experience.

We are seeking a part-time (30 hours a week) Box Office Duty Supervisor to join our team to provide an excellent customer experience. If you love helping, talking to people and making them smile, we'd love to hear from you.

You'll be providing a warm welcome to our visitors, delivering an outstanding customer experience, selling tickets and memberships, and providing accurate information about Nottingham Playhouse and its activities. You'll be supervising our Box Office team members and assisting the sales management team.

The post is offered on a permanent part-time (30 hours a week rota-ed as 4 days over Monday – Saturday) contract.

Nottingham Playhouse is committed to a policy of diversity and inclusion, creating a workforce representative of the diverse communities we work with. Our workforce is currently under representative of certain communities and we are taking positive action for equal opportunities through the recruitment process. We have established a Diversity in the Workforce Working Group to ensure that we are doing all we can to recruit a more representative workforce.

We would like to help you to fully participate in the application process. If you would like the Recruitment Pack, Application Form and Equal Opportunities Monitoring Form in an alternative format, support in completing your application, or you would like an alternative way to make your application, please contact Frances Pearson, Administration & HR Officer, recruitment@nottinghamplayhouse.co.uk, to discuss a suitable format.

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ABOUT NOTTINGHAM PLAYHOUSE

We create theatre that's bold, thrilling and proudly made in Nottingham.

Awarded Regional Theatre of the Year 2019 by The Stage, Nottingham Playhouse is one of the country's leading producing theatres and creates a range of productions throughout the year, from timeless classics to innovative family shows and adventurous new commissions.

Under the leadership of Chief Executive, Stephanie Sirr and Artistic Director, Adam Penford, we are mounting more varied and ambitious productions, attracting a host of high-profile performers and creatives, garnering increased media attention and commercial interest.

We want our theatre to be a space where everyone feels they belong, and we use our stage to tell diverse stories that reflect our city. Our wide-reaching participation programmes create life-changing experiences for our community and we also support the next generation of theatre-makers in the East Midlands through our extensive Amplify programme.

Nottingham Playhouse is also a registered charity (no. 1109342). All of the funds we raise help to ensure we're reaching as many people as possible to give them new opportunities and create lasting memories.

Our building has grade II* listed building status and is home to Anish Kapoor's *Sky Mirror*.

Click [here](#) to watch our introductory video.



WHAT OUR COMMUNITY THINKS

"I wouldn't have been able to bring my two young children this year, they have always come to the pantomime at Christmas and would have missed out had it not been for Pay What You Can. This showing meant that they didn't miss out and had a great time. The cast and orchestra were ALL fantastic and the atmosphere was great. So in short, thank you!"

– Audience member on the Pay What You Can performance of *Beauty and the Beast*

"Thank you so very much for today. The team at the playhouse are phenomenal. ...

You guys are the reason we are able to make this trip possible and to get as many of our children into a theatre and to see the panto. A huge huge thank you to everyone involved!!"

– Ash Lea School on the Relaxed Performance of *Beauty and the Beast*

NOTTINGHAM PLAYHOUSE IN 2020

Even though, because of the Coronavirus pandemic, we were closed to the public from the end of March 2020, we continued to create and share lots of behind the scenes videos, podcasts, run workshops online and even some online performances.

In October 2020 we were delighted to be able to welcome audiences back into the building, with Covid-secure measures in place, for our Unlocked festival, a mix of live and live streamed performance. However with Nottingham placed in Tier 3 and the second national lockdown, we had to move the final performances to online only.

NOTTINGHAM PLAYHOUSE IN 2021

In the spring we launched Spring Loaded, a season of digital and live theatre that celebrated local stories and East Midlands' talent. We enjoyed huge success with our first full production back on stage, *Piaf*, our co-production with Leeds Playhouse. And played to full houses for Mark Gatiss' adaptation of *A Christmas Carol* and our legendary pantomime, *Beauty and the Beast*.

NOTTINGHAM PLAYHOUSE IN 2022

Whilst following guidelines to keep audiences, staff and companies safe, we have an exciting full programme of productions and events in 2022, including the specially commissioned play *First Touch* by Nathaniel Price, an outdoors production of *A Midsummer Night's Dream* with just 4 actors and the world premiere of a new musical *Identical*.

You can find out more by visiting our [website](#) or our [YouTube channel](#).



OUR VISION, MISSION AND VALUES

The Nottingham Playhouse brand is more than a logo; it is who we are, our DNA. It is at the heart of the relationships we have with members of our community. It is the promise we make to customers, participants, artists, staff and the public. It is the emotional connection between us. It is how people feel when they think of Nottingham Playhouse.

The essence of who we are is to **create wonder in Nottingham**. We believe that, through theatre, being transported to different worlds broadens our horizons, that by being positive, relevant and devoted we provide an experience, not just a stage. At Nottingham Playhouse, we give a voice to untold stories and cultivate life-changing experiences. Our theatre is a place where everyone belongs, a place of entertainment, heart and joy.

Our vision is to create high quality art that is truly accessible and representative of both our heritage and our rich diversity. We aim to be a nationally recognised destination theatre, a producer of "must see" work and a venue that welcomes everybody to be entertained, surprised, delighted and challenged by work that is bold, brilliant and relevant. Working in partnership with exciting artists and companies regionally, nationally and internationally, we create theatre that puts Nottingham Playhouse on the map.

We exist for the benefit of the people of our region – be they audiences, participants or artists. As a publicly-funded organisation we commit to ensure that our demographic of opportunity reflects the demographic of our catchment – including gender, ethnicity, sexuality, socio-economic standing and disability – to be not just world-class but also truly inclusive in all areas of operation, including to recruit and pay fairly. To strengthen our actions we have established a Diversity in the Workforce Working Group to ensure that we are doing all we can to recruit a more representative workforce.

In January 2021 we launched an Anti-Racism Action Group to look at the wider culture and environment at Nottingham Playhouse. The group advises the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality, with the aim of ensuring that we are a safe and fully representative organisation, which reflects the full breadth and richness of diversity within our community.



NOTTINGHAM PLAYHOUSE

A core value of Nottingham Playhouse is to proactively create and support opportunities for cultural participation for all ages, for all backgrounds.

We work in supportive partnership with a very wide range of stake holders to cement our position as an organisation with a strong artistic vision that includes the development of artists.

Nottingham Playhouse is a founder member of [Ramps on the Moon](#), a member of [PiPA](#) (Parents and Carers in Performing Arts), a [Family Friendly theatre](#) and is signed up to the [Time To Change](#) employer pledge. We are committed to the [UK Theatre/SOLT Ten Principles](#) to encourage safer and even more supportive working practices in theatre and have signed up to the [Old Vic Guardians initiative](#).



For further information about Nottingham Playhouse, please visit nottinghamplayhouse.co.uk



BOX OFFICE DUTY SUPERVISOR

Job Description

Responsible to: Box Office Manager

Purpose of Post:

- To deliver an outstanding customer experience, creating a friendly, efficient, and welcoming environment;
- To assist the Box Office Manager and Supervisor in the day to day running of the Box Office operation;
- To sell tickets, sell memberships, and raise funds;
- To help team members deliver a high level of service and maximise income;
- To regularly supervise Box Office operations during busy show incomings.

Duties include:

- Providing a warm and friendly greeting to all our audiences and visitors, answering their questions and engaging with them to ensure they have a great visit;
- Selling tickets for Nottingham Playhouse shows and other events, including the cross and up-selling of recommended experiences;
- Using our CRM and ticketing system (Spektrix) in an accurate and efficient manner, maintaining an up to date database of Nottingham Playhouse customers;
- Deputising for the Box Office Supervisor where appropriate, and assisting with their regular duties;
- Answering queries about Nottingham Playhouse and our activities;
- Assisting team members with customer queries and their use of our CRM and ticketing system (Spektrix);
- Maximising income by asking for donations during sales conversations;
- Dealing with customer issues as they occur, seeking the most satisfactory outcome for the customer and Nottingham Playhouse;
- Accurately recording banking and financial information, and providing sales figures to internal and external stakeholders;
- Helping to manage our ticketing inventory;
- Liaising with our Welcome Team to ensure a smooth visit for all patrons, and effectively communicating accessibility requirements.

General

- To maximise income and minimise expenditure at all times
- To always act in the best interests of Nottingham Playhouse
- To take positive action to promote Equal Opportunities in all aspects of the work of Nottingham Playhouse. In particular to support ambitions around equality, diversity and inclusion, engaging fully with all initiatives to promote diversity within Nottingham Playhouse.
- To abide by Nottingham Playhouse policies such as Health & Safety, Diversity and Inclusion, Child Protection, Data Protection, Environmental Sustainability, Licensing etc.
- To maintain confidentiality in all areas relating to Nottingham Playhouse
- To carry out such other duties as may be reasonably expected of the post

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BOX OFFICE DUTY SUPERVISOR

Person Specification

Criteria	Assessed at		
	Application	Interview	Test
Values and respects others at all times	✓	✓	
Confident, friendly, and approachable	✓	✓	
Excellent communication skills by phone, in person, and in writing	✓	✓	
Experience of handling cash and/or recording financial information	✓		
Enthusiastic and committed to delivering positive experiences	✓	✓	
Experience of working with the public	✓	✓	
Experience of leading or supervising a team	✓	✓	
Excellent IT skills with the ability to confidently learn new software	✓	✓	
Ability to make sound judgment calls under pressure	✓	✓	
Honest and reliable	✓	✓	
Flexibility and willingness to work additional hours when required	✓	✓	

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BOX OFFICE DUTY SUPERVISOR

Terms & Conditions

- Salary:** £15,600 pa
Payable monthly in arrears by credit transfer
- Hours:** Permanent part-time contract
30 hours per week, rota-ed as 4 days over Monday – Saturday
- Rota prepared and agreed one month in advance.
(Example rota can be found on the next page)
Some Sunday and Bank Holiday working will be required.
- Overtime:** As per UK Theatre/BECTU (Broadcasting, Entertainment, Communications and Theatre Union, part of Prospect Trade Union) National and House Agreement
- Probation Period:** 6 months
- Notice Period:** 4 weeks in writing by either party
- Place of work:** Nottingham Playhouse
- Uniform:** Nottingham Playhouse provides a branded shirt.
- Flexible working:** This post is suitable for Flexible Working arrangements
- Holiday:** 5.6 weeks per annum pro rata (i.e. 4 weeks pa plus bank holidays) Annual Leave entitlement increases with length of service. The Holiday year runs 1 April – 31 March.
- Pension Scheme:** Contributory staff pension, 5% employee and 4% employer
Nottingham Playhouse workplace pension scheme is provided by NOW: Pensions.
- Other Absences:** In line with the UK Theatre/BECTU agreement and House agreement (e.g. illness, maternity)

Non-Contractual benefits:

In addition Nottingham Playhouse offers a number of discretionary benefits including

- Free to use Employee Assistance Programme provided by Care First
- Free and/or discounted tickets for performances
- Discounts on our food and drink offer
- Opportunities for Flexible Working

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BOX OFFICE DUTY SUPERVISOR
Example of 4 week rolling rota

Please note: the rota is variable throughout the year and is normally prepared 6 weeks in advance. The following is for illustrative purposes to show what a 'typical' 4 week period would look like.

WEEK ONE

Monday	10.15am – 6.15pm
Tuesday	OFF
Wednesday	12.15pm – 8.15pm
Thursday	12.15pm – 8.15pm
Friday	OFF
Saturday	12.15pm – 8.15pm
Sunday	OFF

WEEK TWO

Monday	OFF
Tuesday	12.15pm – 8.15pm
Wednesday	10.15am – 6.15pm
Thursday	12.15pm – 8.15pm
Friday	12.15pm – 8.15pm
Saturday	OFF
Sunday	OFF

WEEK THREE

Monday	OFF
Tuesday	12.15pm – 8.15pm
Wednesday	12.15pm – 8.15pm
Thursday	12.15pm – 8.15pm
Friday	OFF
Saturday	12.15pm – 8.15pm
Sunday	OFF

WEEK FOUR

Monday	OFF
Tuesday	10.15am – 6.15pm
Wednesday	10.15am – 6.15pm
Thursday	10.15am – 6.15pm
Friday	10.15am – 6.15pm
Saturday	OFF
Sunday	OFF

DIVERSITY, INCLUSION AND ACCESS

Nottingham Playhouse is committed to a policy of equality of opportunity and creating a workforce representative of the diverse communities we work with. We believe that theatre belongs to everyone and want to make sure that everyone has the opportunity to be involved. We want to work with people from diverse backgrounds, who will bring different skills and experiences to help us to achieve this.

Nottingham Playhouse has identified that our workforce is currently under representative of certain communities, particularly people from Black, Asian and Minority backgrounds and is taking positive action for equal opportunities through the recruitment process. We have set up a Diversity in the Workforce Working Group to create a programme of change to deliver increased representation and an Anti-Racism Action Group to advise the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality.

We actively encourage applications from Black, Asian, Minority Ethnic and D/deaf and Disabled people. Black, Asian, Minority Ethnic and D/deaf and Disabled applicants meeting the minimum criteria on the job person specification will be guaranteed an interview. We have committed to ensuring that all interview panels will be representative and will include people of colour.



We are a Disability Confident employer, recruiting and supporting disabled people in the workplace.

If you would like the Recruitment Pack, Application Form and Equal Opportunities Monitoring Form in an alternative format, or support in completing your application, please email Frances Pearson, Administration & HR Officer, at francesp@nottinghamplayhouse.co.uk or ring our Stage Door on 0115 947 4361. Please leave a message with your full name, contact information, your address (if you need the paperwork posting to you) and details of your request.



We welcome proposals to consider for flexible working on hiring. We are part of the Parents in Performing Arts (PiPA) campaign and welcome applications from people who have caring responsibilities and anyone looking for a positive work/life balance.

For the role of Box Office Duty Supervisor we are open to discussing the possibility of, for example, flexible working, remote working, flexible start and finish times, or compressed hours. While we can't necessarily guarantee to give you your exact proposal, we do promise to carefully consider your request and explore what is practical for the role.

HOW TO APPLY

Please download and complete the Application Form and Equal Opportunities monitoring form that you will find on our website. Please ensure that you complete all sections of the application form in full. **We will not accept a CV in place of the application form.**

The first page of your application form will be separated from the rest of your application in order to anonymise the shortlisting process, **so please do not put your name elsewhere in your application.**

As you fill in the application form, please explain how you think you meet the job description and person specification for the Box Office Duty Supervisor. The information you provide will be used for the shortlisting process.

It is important in your application to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining Nottingham Playhouse. You do not have to have previously undertaken all of the duties in the job description but you should tell us about your potential ability to do them.

As part of recruitment procedures Nottingham Playhouse collects and processes personal data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see Nottingham Playhouse Recruitment Privacy Notice on the website for full details.

The Equal Opportunities monitoring form will be separated from the application and will not be available for the persons preparing the shortlist with the exception of obtaining information about disability required to make reasonable adjustments for interview. Data obtained from the forms will be used solely for monitoring purposes and no one individual can ever be identified.

Please submit your completed Application Form and Equal Opportunities Monitoring Form by email to: recruitment@nottinghamplayhouse.co.uk (Please send as a **Word document**. Do not send as a Pages file, Zip file or use file sharing services such as One Drive or Dropbox. Apple/Mac users should export their application form to a Word document or PDF before sending.)

Or you can submit your application by post to: **Recruitment, Administration Office, Nottingham Playhouse, Wellington Circus, Nottingham NG1 5AF.** Please mark your envelope Private and Confidential.

If you require an alternative way to make your application, please contact Frances Pearson, Administration & HR Officer, recruitment@nottinghamplayhouse.co.uk, to discuss a suitable format.

Closing date for applications: **Friday 19 August 2022 at 9:00am.**
Interviews likely to be week commencing 29 August 2022.

We will contact you by telephone or email if you are shortlisted for interview. All job applicants will be contacted via email or in writing whether or not they have been shortlisted for interview.

Thank you for your interest in Nottingham Playhouse and we look forward to receiving your application.