

# NOTTINGHAM PLAYHOUSE

## Recruitment Pack

### BOX OFFICE DUTY SUPERVISOR

May 2024



LOTTERY FUNDED



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**NOTTINGHAM PLAYHOUSE**  
**UK'S MOST WELCOMING THEATRE**

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## 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 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 contract (30 hours a week, rota-ed as 4 days over Monday – Saturday). This is a wide-ranging job and we will provide on-going support, such as training, to enable the post holder to fulfil all aspects of the job.

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 apply, please contact us at [recruitment@nottinghamplayhouse.co.uk](mailto:recruitment@nottinghamplayhouse.co.uk) to discuss a suitable format, or ring our Stage Door on 0115 947 4361. Please leave a message with your full name, contact information, your address (if you need paperwork posting to you) and details of your request.

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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 MBE 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 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

**"Honestly, the final few minutes of the first act were some of the most captivating, powerful and heart wrenching I've seen on stage. Incredible!"**

– Audience member on *The Madness of George III*

**"Nottingham Playhouse has a very special place in my heart. At the age of 16, my school placed me at the theatre for my work experience... Without [them], I wouldn't have the career I do now."**

– Indhu Rubasingham, Artistic Director of Kiln Theatre

**"The actual performance was an incredible experience. Firstly, just to be on the Nottingham Playhouse stage was a dream for all of us. But to be a part of such a powerful, visceral production was an absolute privilege."**

– Lisa Chamberlain, on her experience as a member of our community ensemble during Gary Clarke Company's production of *COAL*.

## NOTTINGHAM PLAYHOUSE IN 2024

Our 2024 programming opened with a thrilling adaptation of Philip K. Dick's *Minority Report*. This was followed by a gripping, intimate revival of *The Children* and an exploration of sisterhood and creative expression in new commission *Liberation Squares*. The spring season concludes with *Punch* by James Graham, a fascinating new play about toxic masculinity and the incredible power of forgiveness.

This summer, *The Trials* gives a voice to the young people who have no choice but to live with the consequences of climate change. Our highly anticipated, brand-new production of *Dear Evan Hansen* premieres in September and marks the first time that the Broadway and West End phenomenon will tour the UK and Ireland.

Looking ahead to Christmas, our legendary pantomime reaches new heights with *Jack and the Beanstalk*. Younger children can look forward to a brand-new retelling of *The Ugly Duckling*, for which the writer, composer and director are all being selected through an open call-out.

## OUR VISION, MISSION AND VALUES

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.



# NOTTINGHAM PLAYHOUSE

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. We have created an on-line system for Reporting Racist Incidents.

A core value of Nottingham Playhouse is to proactively create and support opportunities for cultural participation for all ages, for all backgrounds. We also 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) and a [Family Friendly theatre](#). 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](#). Find out more about Nottingham Playhouse by visiting our [website](#) or our [YouTube channel](#).





## BOX OFFICE DUTY SUPERVISOR

### Job Description

**Responsible to:** Box Office Manager

**Purpose of Post:**

- To work with the Box Office team to create 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 work with the Box Office team to promote memberships sales and encourage donation asks.

**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 enquiries about Nottingham Playhouse and our activities over the phone, in person and via email.
- Assisting team members with customer queries and their use of our CRM and ticketing system (Spektrix)
- Maximising income by asking for donations and upselling Playhouse Pass memberships during sales conversations.
- Training, supporting and supervising team members in order to deliver a high level of customer service.
- Dealing with customer issues and complaints 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.
- Liaising with our Welcome Team to ensure a smooth visit for all patrons, and effectively communicating accessibility requirements and providing reports when necessary.
- Provide sales reports to visiting companies and answer any of their enquiries.

**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 Diversity and Inclusion in all aspects of the work of Nottingham Playhouse. Engaging fully with all initiatives to promote diversity within Nottingham Playhouse
- To abide by Nottingham Playhouse policies such as Health & Safety, Diversity and Inclusion, Safeguarding, Data Protection, Environmental Sustainability etc.
- To support Nottingham Playhouse in achieving its Carbon Literacy and sustainability strategy

- To maintain confidentiality in all areas relating to Nottingham Playhouse
- To carry out such other duties as may be reasonably expected of the post
- Undertake training when necessary

The job description will be subject to review on a regular basis to reflect the changing requirements of Nottingham Playhouse and the developing skills of the post holder. We acknowledge that this is a wide-ranging job description and recognise that the post holder will require support, such as training, in some areas, which will be provided.

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## BOX OFFICE DUTY SUPERVISOR Person Specification

We use these criteria in the shortlisting process, so it is important to explain how you meet them in your application form. Give us examples of what you have previously done that shows us how you could be right for the role.

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	✓	✓	

Nottingham Playhouse is committed to developing and nurturing its employees. For this role candidates do not need to have every skill on the Person Specification but should be able to demonstrate their potential ability to learn them with the appropriate training and support.

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## BOX OFFICE DUTY SUPERVISOR Terms and Conditions

Salary:	£19,344.00 per annum 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. Some Sunday and Bank Holiday working will be required.
Overtime:	No overtime is payable. Reasonable time off in lieu may be given for authorised extra hours with the permission of the Box Office Manager.
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. The Box Office Duty Supervisor is expected to wear appropriate black trousers or skirt and appropriate footwear.
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 BECTU/UKT agreement and House agreement (e.g. illness, maternity)

### Non-Contractual benefits:

In addition Nottingham Playhouse offers a number of discretionary benefits including

- Free and/or discounted tickets for performances including Press Nights
- Free Playhouse Pass membership
- Discounts on our bars offer
- Opportunities for Flexible Working
- Day off on your Birthday
- Free to use Employee Assistance Programme provided by Care First
- Discounted travel on Nottingham City Transport Buses
- Discounted parking at Mount Street and St James NCP
- Training
- Cycle to Work scheme

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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 might look like.

<b>WEEK ONE</b>	Monday	10.15am – 6.15pm
	Tuesday	12.15pm – 8.15pm
	Wednesday	OFF
	Thursday	OFF
	Friday	10.15am – 6.15pm
	Saturday	10.15am – 6.15pm
	Sunday	OFF

<b>WEEK TWO</b>	Monday	9.25am - 5.25pm
	Tuesday	12.15pm – 8.15pm
	Wednesday	OFF
	Thursday	12.15pm – 8.15pm
	Friday	12.15pm – 8.15pm
	Saturday	OFF
	Sunday	OFF

<b>WEEK THREE</b>	Monday	OFF
	Tuesday	9.25am - 5.25pm
	Wednesday	12.15pm – 8.15pm
	Thursday	12.15pm – 8.15pm
	Friday	OFF
	Saturday	12.15pm – 8.15pm
	Sunday	OFF

<b>WEEK FOUR</b>	Monday	OFF
	Tuesday	12.15pm – 8.15pm
	Wednesday	10.15am – 6.15pm
	Thursday	10.15am – 6.15pm
	Friday	12.15pm – 8.15pm
	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 who are Black, Asian, Brown, dual heritage, indigenous to the global south and or have been racialised as ethnic minorities and we take positive action for equal opportunities through the recruitment process. We have an Anti-Racism Action Group and an Access Working Group to create a programme of change to deliver increased representation, and to advise the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality.

We actively encourage applications from the Global Ethnic Majority and Disabled people. Applicants who identify as from the Global Ethnic Majority and/or as Disabled on the Equal Opportunities Monitoring form will be guaranteed an interview for workforce vacancies if they meet the minimum criteria on the job person specification. We are committed to ensuring that interview panels are as representative as possible, whilst comprising the relevant skills and experience to assess candidates' suitability for the role.

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 contact us at [recruitment@nottinghamplayhouse.co.uk](mailto:recruitment@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.

We are open to discussing the possibility of flexible working. 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 note we will not accept a CV in place of the application form.

### Filling in the application form

Please ensure that you complete all sections of the application form in full. The first page of your application form will be separated from the rest of your application in order to **anonymise the shortlisting process**, to help to eliminate unconscious or conscious bias. 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 role. 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.

### Data and monitoring

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.

### Submitting your application

Please submit your completed Application Form and Equal Opportunities Monitoring Form by email to: [recruitment@nottinghamplayhouse.co.uk](mailto:recruitment@nottinghamplayhouse.co.uk)

*Please send as a **Word document or PDF**. Do not send as a Mac Pages file, Zip file or use file sharing services such as One Drive or Dropbox.*

Or by post, marked Private and Confidential, to: **Recruitment, Administration Office, Nottingham Playhouse, Wellington Circus, Nottingham, NG1 5AF.**

If you require an alternative way to make your application, please contact us at [recruitment@nottinghamplayhouse.co.uk](mailto:recruitment@nottinghamplayhouse.co.uk) to discuss a suitable format, or ring Stage Door on 0115 947 4361. Please leave a message with your full name, contact information and details of your request.

### Deadline for applying

Closing date for applications: **Wednesday 5 June 2024 at 12noon.**

Interviews (may be subject to change): Friday 14 June 2024

All applicants will be notified of the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

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